Appendix “M”

WTS ABC Small-Volume Confirmation Letter – New Contract after early termination of existing contract

<<Seq No>> <<Date_On_Notification_Letter>>

<<Business_Name>>

<<Complete_Customer_Name>>

<<ATTN_Line>>

<<Mailing_Address_2>>

<<Mailing_Address_3>>

<<City>> <<Province>> <<Postal_Code>>

Dear Customer:

Re: Customer No. <<Customer_Number>> Premises No. <<Premises_Number>> Confirmation of a New Primary Gas Contract

Our records indicate that you are currently under contract with <<Broker Name>>, which acts as your Primary Gas supplier. You are paying <<Current Broker Rate>> cents per cubic metre under your current contract with <<Broker Name>> which ends on <<Current_Contract_End_Date>>. <<Broker Name>> is an independent natural gas marketer licensed by the Manitoba Public Utilities Board (PUB), and is not related to Manitoba Hydro or its subsidiary, Centra Gas Manitoba Inc. We have received instructions from <<Broker Name>> on your behalf that you have terminated your current contract and entered into a new contract at a different gas rate. We are currently processing this request.

By agreeing to a new contract with <<Broker Name>> you have locked in your Primary Gas rate at <<New Broker Rate>> cents per cubic metre from <<New Contract Start Date>> until <<New_Contract_End_Date>>. You have also signed or confirmed a Disclosure Statement and Rate Comparison, which indicate you have been provided with accurate Primary Gas rate comparison information and you understand there is no guarantee of savings with this contract.

Centra Gas/Manitoba Hydro will continue to provide customer service along with your Transportation, Distribution, and Supplemental Gas services. Your monthly natural gas bill will show charges from Centra Gas/Manitoba Hydro for these services in addition to your Primary Gas supply charge from <<Broker Name>>. While your Primary Gas rate will be fixed for the term of the contract, rates for all other services are subject to change from time to time upon approval of the PUB. Your monthly Manitoba Hydro bill will also show your Primary Gas supplier’s name and telephone number.

You can cancel your new contract without having to pay a cancellation fee within 30 days after the date of your first bill that includes charges for Primary Gas under the new contract. If you decide to cancel your contract at a later date, you may have to pay a cancellation fee. If you wish to cancel your contract with <<Broker Name>>, you must notify them. You may give your cancellation notice in any of the following ways:

1. contacting <<Broker Name>>, at <<Brk_Phone_Number;>>

2. sending your cancellation in writing to <<Broker Name>>, by fax, registered mail or regular mail;

3. e-mailing <<Broker Name>>, at the e-mail address on your contract AND copying the e-mail to the PUB at publicutilities@gov.mb.ca; or

4. delivering your written cancellation to <<Broker Name>>’s office.

Please note that cancellations by regular mail must be postmarked five days prior to the end of the cancellation period.

If you have questions about your Primary Gas contract, please contact <<Broker Name>> at:

Mailing Address: <<Brk_Address_1>> <<Brk_Address_2>> <<Brk_City>> <<Brk_Prov>> <<Brk_PC>> Telephone Number: <<Brk_Phone_Number>>

Fax Number: <<Brk_Fax_Number>>

E-mail address: <<Brk_E-mail>>

Other billing or service questions should continue to be directed to Manitoba Hydro at the phone numbers found on your monthly bill.

Attached are information on Manitoba Hydro’s Equal Payment Program and historical Centra Gas variable quarterly Primary Gas rates. Additional information about gas rates can be found on the Public Utilities Board website at www.pub.gov.mb.ca. or Manitoba Hydro’s website at www.hydro.mb.ca.

It is our pleasure to serve you and we look forward to working with <<Broker Name>> to meet your future natural gas needs.

Sincerely,

Manitoba Hydro

Attachments: Manitoba Hydro’s Equal Payment Program

Historical Centra Gas Variable Quarterly Primary Gas Rate

Appendix “N”

WTS ABC Small-Volume Confirmation Letter

<<Seq No>> <<Date_On_Notification_Letter>>

<<Business_Name>>

<<Complete_Customer_Name>>

<<ATTN_Line>>

<<Mailing_Address_2>>

<<Mailing_Address_3>>

<<City>> <<Province>> <<Postal_Code>>

Dear Customer:

Re: Customer No. <<Customer_Number>> Premises No. <<Premises_Number>> Confirmation of Entry into a Fixed Rate Contract for Primary Gas

You have entered into a contract with <<Broker Name>> naming them as your Primary Gas supplier. <<Broker Name>> is an independent natural gas marketer licensed by the Manitoba Public Utilities Board (PUB) and is not related to Manitoba Hydro or its subsidiary, Centra Gas Manitoba Inc. Manitoba Hydro is currently processing your request to change Primary Gas suppliers.

By agreeing to the contract with <<Broker Name>> you have locked in your Primary Gas rate at <<Broker Rate>> cents per cubic metre. Service under your contract will begin <<Contract Start Date>> and end <<Contract End Date>>. You have also signed or confirmed a Disclosure Statement and Rate Comparison, which indicates you have been provided with accurate Primary Gas rate comparison information and you understand there is no guarantee of savings with this contract.

Centra Gas/Manitoba Hydro will continue to provide customer service along with your Transportation, Distribution, and Supplemental Gas services. Your monthly natural gas bill will show charges from Centra Gas/Manitoba Hydro for these services in addition to your Primary Gas supply charge from <<Broker Name>>. While your Primary Gas rate will be fixed for the term of the contract, rates for all other services are subject to change from time to time upon approval of the PUB. Your monthly Manitoba Hydro bill will also show your Primary Gas supplier’s name and telephone number.

You can cancel your contract without having to pay a cancellation fee within 30 days after the date of your first bill that includes charges for Primary Gas under the contract. If you decide to cancel your contract at a later date, you may have to pay a cancellation fee. If you wish to cancel your contract with <<Broker Name>>, you must notify them. You may give your cancellation notice in any of the following ways:

1. contacting <<Broker Name>>, at <<Brk_Phone_Number>>;

2. sending your cancellation to <<Broker Name>>, in writing by fax, registered mail or regular mail;

3. e-mailing <<Broker Name>>, at the e-mail address on your contract AND copying the e-mail to the PUB at publicutilities@gov.mb.ca; or

4. delivering your written cancellation to <<Broker Name>>’s office,

Please note that cancellations by regular mail must be postmarked five days prior to the end of the cancellation period.

If you have questions about your Primary Gas contract, please contact <<Broker Name>> at:

Mailing Address: <<Brk_Address_1>> <<Brk_Address_2>> <<Brk_City>> <<Brk_Prov>> <<Brk_PC>>

Telephone Number: <<Brk_Phone_Number>>

Fax Number: <<Brk_Fax_Number>>

E-mail address: <<Brk_E-mail>>

Other billing or service questions should continue to be directed to Manitoba Hydro at the phone numbers found on your monthly bill.

Attached are information on Manitoba Hydro’s Equal Payment Program and historical Centra Gas variable quarterly Primary Gas rates. Additional information about gas rates can be found on the PUB website at www.pub.gov.mb.ca. or Manitoba Hydro’s website at www.hydro.mb.ca.

It is our pleasure to serve you and we look forward to working with <<Broker Name>> to meet your future Primary Gas needs.

Sincerely,

Manitoba Hydro

Manitoba Hydro’s Equal Payment Program

Historical Centra Gas Variable Quarterly Primary Gas Rate

Appendix “O”

Centra FRPGS Small-Volume Confirmation Letter

<<Seq No>> <<Date_On_Notification_Letter>>

<<Business_Name>>

<<Complete_Customer_Name>>

<<ATTN_Line>>

<<Mailing_Address_2>>

<<Mailing_Address_3>>

<<City>> <<Province>> <<Postal_Code>>

Dear Customer:

Re: Customer No. <<Customer_Number>> Premises No. <<Premises_Number>> Confirmation of Entry into a Fixed Rate Contract for Primary Gas

You have agreed to a contract for Centra Gas/Manitoba Hydro’s Fixed Rate Primary Gas Service and we are currently processing your request. By agreeing to the contract for Centra Gas/Manitoba Hydro’s Fixed Rate Primary Gas Service you have locked in your Primary Gas supply rate at <<Hydro Contract Rate>> cents per cubic metre. Service under your contract will begin on <<Contract Start Date>> and end on <<Contract End Date>>. You have signed a Disclosure Statement and Rate Comparison, which indicate that you have been provided with accurate Primary Gas rate comparison information and you understand that there is no guarantee of savings with this contract.

Centra Gas/Manitoba Hydro will continue to provide customer service along with your Transportation, Distribution, and Supplemental Gas services. Your monthly natural gas bill will show charges from Centra Gas/Manitoba Hydro for these services in addition to your Primary Gas supply charge under the Fixed Rate Service. While your Primary Gas rate will be fixed for the term of the contract, rates for all other services are subject to change from time to time upon approval of the Manitoba Public Utilities Board (PUB). Your first monthly Manitoba Hydro bill under the contract, and every bill after that during the term of the contract, will indicate “Fixed Rate Service” in the Primary gas line.

You can cancel your contract without having to pay a cancellation fee within 30 days after the date of your first bill that includes charges for Primary Gas under the contract. If you decide to cancel you contract at a later date, you may have to pay a cancellation fee. If you wish to cancel your contract for Manitoba Hydro’s Fixed Rate Primary Gas Service, you must give your cancellation notice in any of the following ways:

1. contacting Centra Gas/Manitoba Hydro at 1-204-360-6355;

2. sending your cancellation to Centra Gas/Manitoba Hydro in writing by fax, registered mail or regular mail;

3. e-mailing Centra Gas/Manitoba Hydro at the e-mail address on your contract AND copying the e-mail to the PUB at publicutilities@gov.mb.ca; or

4. delivering your written cancellation to Centra Gas/Manitoba Hydro at 360 Portage Avenue, Winnipeg, Manitoba.

Please note that cancellations by regular mail must be postmarked five days prior to the end of the cancellation period.

If you have questions about your Primary Gas supply, please contact us at:

Mailing Address: PO Box 815 Stn Main, Winnipeg, MB R3C 2P4

Telephone Number: 1-204-360-6355

Fax Number: (204) 360-6157

E-mail address: fixedrate@hydro.mb.ca

Attached are information on Manitoba Hydro’s Equal Payment Program and historical Centra Gas variable Primary Gas rates. Additional information can be found on the PUB at www.pub.gov.mb.ca or Manitoba Hydro’s website at www.hydro.mb.ca.

It is our pleasure to serve you and we look forward to meeting your future Primary Gas needs.

Sincerely,

Manitoba Hydro

Attachments: Customer Agreement

Manitoba Hydro’s Equal Payment Program

Historical Centra Gas Variable Quarterly Primary Gas Rate

Appendix “P”

Centra FRPGS Large-Volume Confirmation Letter

<<Seq No>> <<Date_On_Notification_Letter>>

<<Business_Name>>

<<Complete_Customer_Name>>

<<ATTN_Line>>

<<Mailing_Address_2>>

<<Mailing_Address_3>>

<<City>> <<Province>> <<Postal_Code>>

Dear Customer:

Re: Customer No. <<Customer_Number>> Premises No. <<Premises_Number>> Confirmation of Entry into a Fixed Rate Contract for Primary Gas

You have agreed to a contract for Centra Gas/Manitoba Hydro’s Fixed Rate Primary Gas Service and we are currently processing your request. By agreeing to the contract for Centra Gas/Manitoba Hydro’s Fixed Rate Primary Gas Service you have locked in your Primary Gas supply rate at <<Hydro Contract Rate>> cents per cubic metre. Service under your contract will begin on <<Contract Start Date>> and end on <<Contract End Date>>.

Centra Gas/Manitoba Hydro will continue to provide customer service along with your Transportation, Distribution, and Supplemental Gas services. Your monthly natural gas bill will show charges from Centra Gas/Manitoba Hydro for these services in addition to your Primary Gas supply charge under the Fixed Rate Service. While your Primary Gas rate will be fixed for the term of the contract, rates for all other services are subject to change from time to time upon approval of the Manitoba Public Utilities Board (PUB). Your first monthly Manitoba Hydro bill under the contract, and every bill after that during the term of the contract, will indicate “Fixed Rate Service” in the Primary gas line.

You can cancel your contract without having to pay a cancellation fee within 10 days after the date printed at the top of this letter. If you decide to cancel you contract at a later date, you may have to pay a cancellation fee. If you wish to cancel your contract for Manitoba Hydro’s Fixed Rate Primary Gas Service, you must give your cancellation notice in any of the following ways:

1. contacting Centra Gas/Manitoba Hydro at 1-204-360-6355;

2. sending your cancellation to Centra Gas/Manitoba Hydro in writing by fax, registered mail or regular mail;

3. e-mailing Centra Gas/Manitoba Hydro at the e-mail address on your contract AND copying the e-mail to the PUB at publicutilities@gov.mb.ca; or

4. delivering your written cancellation to Centra Gas/Manitoba Hydro at 360 Portage Avenue, Winnipeg, Manitoba.

Please note that cancellations by regular mail must be postmarked five days prior to the end of the cancellation period.

If you have questions about your Primary Gas supply, please contact us at:

Mailing Address: PO Box 815 Stn Main, Winnipeg, MB R3C 2P4

Telephone Number: 1-204-360-6355

Fax Number: (204) 360-6157

E-mail address: fixedrate@hydro.mb.ca

Attached are information on Manitoba Hydro’s Equal Payment Program and historical Centra Gas variable Primary Gas rates. Additional information can be found on the PUB at www.pub.gov.mb.ca or Manitoba Hydro’s website at www.hydro.mb.ca.

It is our pleasure to serve you and we look forward to meeting your future Primary Gas needs.

Sincerely,

Manitoba Hydro

Attachments: Customer Agreement

Manitoba Hydro’s Equal Payment Program

Historical Centra Gas Variable Quarterly Primary Gas Rate

Appendix “Q”

WTS ABC Large-Volume Confirmation Letter

<<Date_On_Notification_Letter>>

<<Seq No>>

<<Business_Name>>

<<Complete_Customer_Name>>

<<ATTN_Line>>

<<Mailing_Address_2>>

<<Mailing_Address_3>>

<<City>> <<Province>> <<Postal_Code>>

Dear Customer:

RE: Customer No. <<Customer_Number>> Premises No. <<Premises_Number>>

We are currently processing the contract you entered into with <<Broker Name>>, naming them as your Primary Gas supplier. <<Broker Name>> is an independent natural gas marketer licensed by the Manitoba Public Utilities Board (PUB), and is not related to Manitoba Hydro or its subsidiary, Centra Gas Manitoba Inc.

On <<Contract Start Date>>, <<Broker Name>> will begin providing your Primary Gas supply at the agreed upon rate of <<Broker Rate>> cents per cubic metre. If according to the terms of your contract this rate is variable, it may change periodically.

Centra Gas/Manitoba Hydro will continue to provide your customer service along with Transportation, Distribution, and Supplemental Gas services. Your monthly natural gas bill will show charges from Centra Gas/Manitoba Hydro for these services in addition to your Primary Gas supply charge from <<Broker Name>>. While your Primary Gas rate will be as per the terms of your contract, rates for all other services are subject to change from time to time upon approval of the PUB. Your monthly Manitoba Hydro bill will also show your Primary Gas supplier’s name and telephone number.

Appendix “Q”

Should you have any questions about your Primary Gas contract with <<Broker Name>>, please contact:<<Brk_Name>>

<<Brk_Address_1>> <<Brk_Address_2>> <<Brk_City>> <<Brk_Prov>> <<Brk_PC>>

Phone <<Brk_Phone_Number>> <<Brk_Phone_Ext>>

Fax <<Brk_Fax_Number>>

Other billing or service questions should continue to be directed to Manitoba Hydro at the phone numbers found on your monthly bill.

Sincerely,

Manitoba Hydro

WTS Non-ABC Large-Volume Confirmation Letter

<<Date_On_Notification_Letter>>

<<Seq_No>>

<<Business_Name>>

<<Complete_Customer_Name>>

<<ATTN_Line>>

<<Mailing_Address_2>>

<<Mailing_Address_3>>

<<City>> <<Province>> <<Postal_Code>>

Dear Customer:

RE: Customer No. <<Customer_Number>> Premise No. <<Premise_Number>>

We are currently processing the contract you entered into with <<Broker Name>>, naming them as your Primary Gas supplier. On <<Contract Start Date>>, <<Broker Name>> will begin providing your Primary Gas supply. <<Broker Name>> is an independent natural gas marketer licensed by the Manitoba Public Utilities Board (PUB), and is not related to Manitoba Hydro or its subsidiary, Centra Gas Manitoba Inc.

Your Primary Gas supplier will be billing you directly for the Primary Gas portion of your monthly natural gas bill based upon the terms of your contract with them. Please contact your Primary Gas supplier if you have any questions regarding the specific terms of your Primary Gas contract.

Centra Gas/Manitoba Hydro will continue to provide your customer service along with Transportation, Distribution, and Supplemental Gas services. Your monthly natural gas bill will show charges from Centra Gas/Manitoba Hydro for these services. Rates for these services are subject to change from time to time upon approval of the PUB. Your monthly Manitoba Hydro bill will also show your Primary Gas supplier’s name and telephone number.

Should you have any questions about your Primary Gas contract with <<Broker Name>>, please contact:

Appendix “R”

<<Brk_Name>>

<<Brk_Address_1>> <<Brk_Address_2>>

<<Brk_City>> <<Brk_Province>> <<Brk_Postal_Code>>

Phone <<Brk_Phone_Number>> <<Brk_Phone_Extension>> Fax <<Brk_Fax_Number>>

Other billing or service questions should continue to be directed to Manitoba Hydro at the phone numbers found on your monthly bill.

Sincerely,

Manitoba Hydro