

Core Gas Aggregation Services



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.

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

If you are thinking of switching to a CTA:

Make sure you understand 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 contract terms 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 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 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 how to find out if you have a CTA on your bill:

1. Look at the last page or second to last page of your bill and check for the name of another company (other than your regular utility company). 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 you fill out paperwork, talk to the utility company for you, and answer your questions and/or concerns.

Contact your local CHANGES organization for assistance:

Community Help and Awareness of
Natural Gas and Electricity Services

"CHANGES"



CHANGES is a program
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Utilities Commission –

www.cpuc.ca.gov

