

TIME FOR A SPRING GREENING



While you're doing your spring cleaning, why not include a spring greening?

Try these quick tips for spring greening:

- Ensure attic vents are unobstructed so air can move freely.
- Wash your clothes dryer lint screen once a year with a toothbrush and detergent to rid it of film left by fabric softeners and dryer sheets.
- Switch to CFL bulbs – Energy Star qualified CFL bulbs deliver the same output as incandescent bulbs but use 75% less energy.
- Ensure your fridge and freezer doors are tightly sealed. Clean the seal if there is residue.

- Check your toilet for leaks regularly by putting a few drops of food colouring into the tank. If, without flushing, the colour appears in the bowl after 15-20 minutes, you have a leak.
- Remember the impact that colour can have on your lighting choices. White walls and ceilings reflect more light than dark walls and ceilings. Therefore, the darker your decor, the more light you will need in the room.

Find these tips and many more in the EPCOR Efficiency Guides!

Download your copy today at epcor.com. You can also order a print copy at **310-4300**.

CODE OF CONDUCT

The Code of Conduct Regulation (A.R. 160/2003) governs aspects of Alberta's retail electricity market and is intended to create a level playing field for retailers, while at the same time ensuring that customers and customer information are adequately protected.

Any person that feels that an EPCOR company has failed to conduct its business in accordance with the Code of Conduct Regulation may submit a complaint to the Market Surveillance Administrator (MSA), an independent body created under the Alberta Utilities Commission Act.

The MSA can be reached by telephone at **(403) 705-3181**. For additional information about the MSA, please visit their website at albertamsa.ca



You can choose any retailer listed at ucahelps.alberta.ca or at 310-4822. The electricity or gas that is delivered to your home, business or other location is not affected by your choice of retailer.



EPCOR

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KEEPING CURRENT

MAY 2015

THREE EASY STEPS TO SET IT AND FORGET IT

THE MOST CONVENIENT WAY TO RECEIVE AND PAY YOUR EPCOR BILL



1. Go to epcor.com
 2. Click the 'Introducing ebill' link and set up either...
 - **EPCOR ebill** – receive a monthly email with a summary of your current balance, the payment due date and a link to view your entire bill online, or
 - **Canada Post's epost™** – receive your bill via Canada Post's epost website or your banking website.
 3. Back on the home page, click the Set up **Authorized Payment Withdrawals (APW)** link – to automatically pay your bill from your bank account on the billing due date each month.
- And now you've eliminated one monthly chore!

OTHER COOL TOOLS:

- **Online account management** - request, stop or transfer a service; sign up for Authorized Payment Withdrawal; make payment arrangements; update account info or view a summary of your account details 24/7.
- **EPCOR interactive bill** – learn about rates, fees, rate riders and more.
- **Save money** – with tips from the EPCOR Efficiency Guides (see page 4 for details).
- **Outage updates** – get information on current power outages in the City of Edmonton.

Check out our other cool tools at epcor.com.



EMPLOYEES "SHARE A BOOK" BY STUFFING A BOOK BAG!

Over 50 EPCOR volunteers recently spent an evening together stuffing book bags for a great cause. The activity supported the EPCOR Share A Book program, a literacy-focused initiative that distributes books to Grade 1 students throughout Northern Alberta. Altogether the team stuffed 5,000 books in 2,500 book bags in under an hour!

The program is delivered in partnership with the Edmonton Oilers Community Foundation. Since the program began, more than 23,000 books have been distributed to over 11,500 students.

Learn more: epcor.com/share-a-book



SHOWER FOR LESS THAN A PENNY MORE

IN 2015, THE AVERAGE COST OF THE WATER FOR ONE SHOWER WILL INCREASE BY LESS THAN A PENNY

As of April 1, Edmonton water and wastewater rates increased to cover the cost of inflation and infrastructure upgrades. The average residential customer will see an increase of about 73 cents per month for water and \$1.07 per month for wastewater treatment which includes monthly fixed service charges*. All in all, the price of that eight-minute shower will have gone up by less than a penny from 2014.

**Based on 16.3 cubic metres per month.*



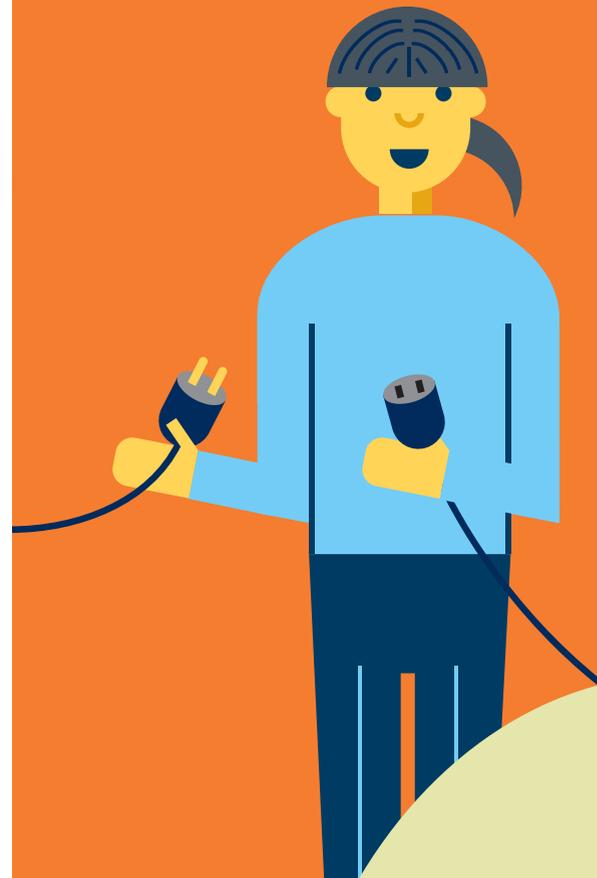
WHEN IT COMES TO YOUR FAMILY, OUR FOCUS IS CLEAR

Every day we keep you connected to the things that matter – like clean water for your home. EPCOR Water Specialists monitor water quality, day and night, to ensure there's safe water flowing to your taps for everything from lemonade to long baths. Ensuring the quality of an entire city's water supply is a big job, from the beginning of the treatment process until it flows through your tap.

Learn more about your water at epcor.com/water.

CONNECTING WITH OUR CITY IS WHAT WE DO; JOIN OUR SERVICE CONSULTANT TEAM TO HELP!

Working in EPCOR's Edmonton Contact Centre is a rewarding experience with lots of opportunity for interaction—with your peers as well as our great customers. We offer convenient hours, flexible schedules, and a high-tech workplace that is comfortable and safe. Service Consultants provide outstanding service and strive to exceed customer expectations. Visit the EPCOR Careers website (www.epcor.com/careers) to apply—don't let this opportunity pass you by!



ARE YOU PREPARED?

Emergency Preparedness Week is May 4-10, 2015. This annual event is held across Canada to raise awareness of the need to be prepared in the event of an emergency. Albertans have experienced emergencies and we want to help customers be prepared for weather related outages.

WHAT SHOULD BE IN YOUR EMERGENCY KIT?

Your emergency kit should include supplies for 72 hours. Stock your emergency kit with the essentials, but you may need additional supplies for lengthy outages.

- Important telephone numbers
- Flashlight and batteries
- Candles, matches, and candleholders
- A battery-powered radio

- A battery-powered clock
- Non-perishable food
- Bottled water
- Warm clothes and blankets
- First-aid kit
- Important medications (check for expiry dates)
- If you have a fireplace, keep a stock of firewood
- Portable stoves, lamps, and other camping equipment. Store them and their fuels in a shed or garage separate from your house.

Important: Don't use barbecues, portable generators or propane/kerosene heaters indoors.

Remember to check your emergency kit at least once a year to make sure it still fits your needs, and to replace batteries with fresh ones.

For more information, visit www.epcor.com.



NO TREES PLEASE!

When you start your yard clean-up or your landscaping project please keep the following in mind.

Utility personnel need easy access to power assets (transformers, meters, cabinets and power poles) in case of an emergency or for regular maintenance. City of Edmonton bylaws require residents to always keep power assets clear of obstructions.

Walls, fences, trees, rocks, debris, shrubs, plants and other items must be at least three metres away from the base of the power asset.

For more information please visit epcor.com.

