

JULY 2015



BIG THINGS HAPPEN WHEN YOU INSPIRE SOMEONE LITTLE.

We believe that education is key to building strong communities – and that learning should be fun! This Spring our employees volunteered as buddies to host an after school club from Boys and Girls Clubs Big Brothers Big Sisters of Edmonton for an evening of bucket truck rides, safety demonstrations, and crafts.

Learn more about how we give back:
epcor.com/community

GET SOCIAL

Join us on social media for safety tips, community news, and more!

We tweet outages between 9 a.m. and 9 p.m. For customer service, we're online Monday to Friday, 9 a.m. to 5 p.m.

Experiencing an outage outside of our social media hours? Call our 24/7 Power Trouble line at **412-4500** or Water Trouble at **412-6800**.

You can also check out epcor.com/outages to view a listing of any current outages in the City of Edmonton.



WANT TO ELIMINATE ONE MONTHLY CHORE FOR GOOD?

Turn the page and discover the most convenient way to receive and pay your EPCOR bill today.

Follow us on Twitter:
[Twitter.com/EPCOR](https://twitter.com/EPCOR)

Like us on Facebook:
[Facebook.com/EPCOR](https://facebook.com/EPCOR)

Follow us on Instagram:
[Instagram.com/EPCOR](https://instagram.com/EPCOR)

BILL A BETTER WAY...

Combine one of our electronic billing options with Authorized Payment Withdrawal (APW) and discover the most convenient way to receive and pay your EPCOR bill. It's easy to set it and forget it.



HOW THEY WORK

- **EPCOR's ebill** – Receive a monthly email with a summary of your account balance, the payment due date and a link to view your entire bill online.
- **Canada Post's epost™** – Receive your bill via Canada Post's website or your banking website.
- **APW** – Automatically pay your EPCOR bill from your bank account on the billing due date each month.

AFTER YOU SIGN UP

- Once registered for ebill or epost, you'll no longer receive a paper copy in the mail. If you need a printed copy of your bill, you can do so online when viewing your bill.
- Once registered for APW, watch for a message on your bill welcoming you to the plan. From that point on your bill will be automatically paid from your bank account on the billing due date each month.

THE BENEFITS

ELECTRONIC BILLING

- 1 You can access your bill online anytime, anywhere
- 2 You will no longer need your paper bill, so it's an environmentally-friendly choice
- 3 Allows you to save and retrieve bills up to seven years with epost and two years with ebill
- 4 It's highly secure, so there's no need to worry about your personal information
- 5 It's free

AUTHORIZED PAYMENT WITHDRAWAL (APW)

- 1 It's easy; there's nothing to do once you're signed up
- 2 Save time; no more cheques to write and mail
- 3 Never miss a bill payment again, even when you're away on vacation
- 4 It's free



IT'S EASY
TO SIGN UP!



BY MAIL

- Complete the ebill and APW application forms in this edition of Keeping Current.
- **Mail the completed forms to:**
EPCOR Customer Service
2000 – 10423 101 St
Edmonton AB T5H 0E8

ONLINE AT EPCOR.COM

- On the home page, click the 'Introducing ebill' link and complete the set up form for either EPCOR's ebill or Canada Post's epost (both options are on this page).
- Back on the home page, click the 'Set up Authorized Payment Withdrawals' link and complete the application form.

**THAT'S IT! NOW THAT YOU'VE SET IT,
YOU CAN FORGET IT.**

SIGN UP FOR EPCOR'S EBILL

EPCOR Account Name: _____

EPCOR Account Number: _____

EPCOR Service Address: _____

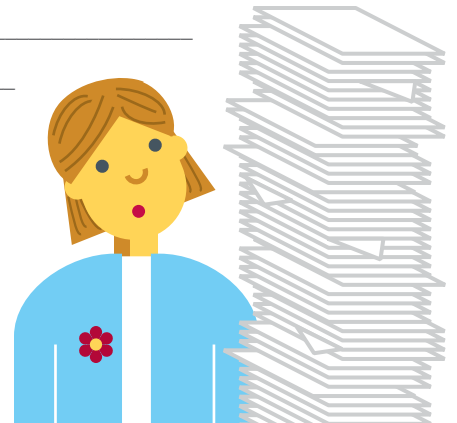
Contact Number: _____

E-mail Address: _____

For additional accounts please list as an attachment.

Once this application is processed a confirmation email will be sent to the email address provided. You will continue to receive paper bills until the email is confirmed.

EPCOR collects, uses, and discloses personal information to establish your account and to provide ongoing services and support including sharing this information with your Distribution System Operator. For further information, please visit EPCOR's Privacy Policy at epcor.com/privacy.



**CONTACT
EPCOR**

Mail: EPCOR Customer Service
2000 - 10423 101 ST NW
Edmonton AB T5H 0E8

To learn more visit: epcor.com/ebill
By fax: Customer Services at (780) 412-4299
Email to: paymentsrefunds@epcor.com

EPCOR AUTHORIZED PAYMENT WITHDRAWAL (APW)

EPCOR Account Name: _____

EPCOR Service Address: _____

Phone (home): _____ Phone (work): _____

Mailing Address: _____

(If different from service address)

Contact Person: _____ Phone: _____

(If different from account holder)

EPCOR Account Number: _____ Type of Service: Personal Business

Bank Account Information Personal Chequing Savings Joint Chequing/Savings Business Account

Transit # _____ Bank # _____ Account # _____

Name and Address of Your Financial Institution: _____

I/We hereby authorize EPCOR to withdraw funds from my/our bank account as indicated on the attached "void" cheque included with my/our application or the bank account as indicated on the application form to cover payments due by me/us to EPCOR for outstanding charges for utility services provided to me/us. I/We warrant that all persons whose signature(s) are required or authorized to sign on this bank account have signed this application. I/We acknowledge that I/we have read and understood all provisions of the APW agreement.

Authorized Signature(s): (as you would sign your cheque)

_____ Date _____

_____ Date _____

TERMS & CONDITIONS

I/We authorize EPCOR Utilities Inc. and the financial institution designated (or any other financial institution I/we may authorize at any time) to begin deductions as per my/our instructions for monthly regular recurring payments and/or one-time payments from time to time, for payment of all charges arising under my/our EPCOR utilities account(s). Regular monthly payments for the full amount of services delivered will be debited to my account on the due date of each EPCOR utilities bill. EPCOR Utilities Inc. will provide 10 days written notice of the amount of each regular debit. EPCOR will obtain my authorization for any other one-time or sporadic debits.

This authority is to remain in effect until EPCOR has received written notice from me/us of a banking change or termination. This notification must be received at least 5 business days prior to the next due date of the pre-authorized withdrawal at the address provided below. I/We may obtain a sample cancellation form, or more information on my/our right to cancel an APW agreement at my/our financial institution or by visiting www.cdnpay.ca.

Cancellation of this authorization does not terminate my/our EPCOR service but only affects my/our method of payment. EPCOR may terminate this authorization at any time verbally or by written notice to me/us at the phone number or address shown on this application form. I/We acknowledge that EPCOR may charge my/our utility account with a service charge for each dishonored payment as it occurs, and that it may also result in termination of my/our participation in the APW Agreement.

EPCOR Utilities Inc. may not assign this authorization, whether directly or indirectly, by operation of law, change of control or otherwise, without providing at least 10 days prior written notice to me/us.

I/We have certain recourse rights if any debit does not comply with this agreement. For example I/we have the right to receive reimbursement for any APW that is not authorized or is not consistent with this APW agreement. To obtain a form for a Reimbursement Claim, or for more information on my/our recourse rights, I/we may contact my/our financial institution or visit www.cdnpay.ca.

CONTACT EPCOR

Mail: EPCOR Customer Service
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Edmonton AB T5H 0E8

To learn more visit: epcor.com
By fax: Customer Services at (780) 412-4299
Email to: paymentsrefunds@epcor.com

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.

