

NEIGHBOURS HELPING NEIGHBOURS

Providing the best in customer care is something we're very passionate about here at EPCOR. After all, we're neighbours helping neighbours as part of the community that has been thriving together in Alberta now for 125 years.

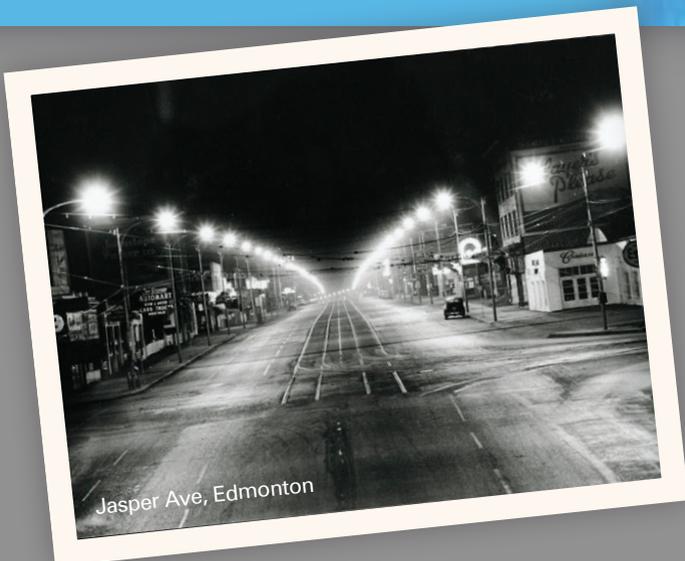
MEET PAT

Pat lives in Edmonton and has been a part of EPCOR's 125 year history as a valued employee for the past 30 years. Pat's dedication to you and EPCOR is evident – as an important part of our Billing Team, she helps to ensure your EPCOR bill is accurate and produced on time.

HOW DOES PAT FEEL ABOUT PROVIDING THE BEST IN CUSTOMER CARE?

"I enjoy helping our customers understand their bills and if they have questions, I'll look into it."

Pat is just one of our many Edmonton-based customer care employees dedicated to serving EPCOR customers. Give us a call, we're here to help.



WE'VE COME A LONG WAY TOGETHER

In October of 1891 the Edmonton Electric Lighting and Power Company was founded. Power poles were installed along Jasper Avenue from 96 Street to 103 Street and on December 22, 1891, electric lights illuminated Edmonton for the first time. Today, we have approximately 100,000 street lights in our city and more than 800,000 residents.

Thanks for letting us be part of your everyday for 125 years.

125
YEARS



AN OUNCE OF PREVENTION

Door-to-door scams can take many forms and we would like to warn our customers to be cautious. The most common include people posing as experts who try to sell products or services.

The best method to avoid these door-to-door scams is to not do business with door-to-door salespeople unless you have verified they are authentic.

- Salespeople must carry identification that includes their business licence number – ask to see it or call Service Alberta at 1-877-427-4088 to confirm that a business is licensed.
- To verify a person is an EPCOR employee, ask to see their EPCOR ID badge.
- Our badges have a phone number on the back, call to verify the person is legitimate.
- If you feel threatened or intimidated in any way, please call your local police and report immediately.

A FEW TIPS TO RUN YOUR HOUSEHOLD MORE ENERGY EFFICIENTLY

KITCHEN

- Keep drinking water in the fridge rather than running the tap to get it cold
- No peeking! Keep the oven door closed while cooking so the temperature remains consistent. Every time you open the oven door, the temperature can drop by as much as 24°C / 75°F

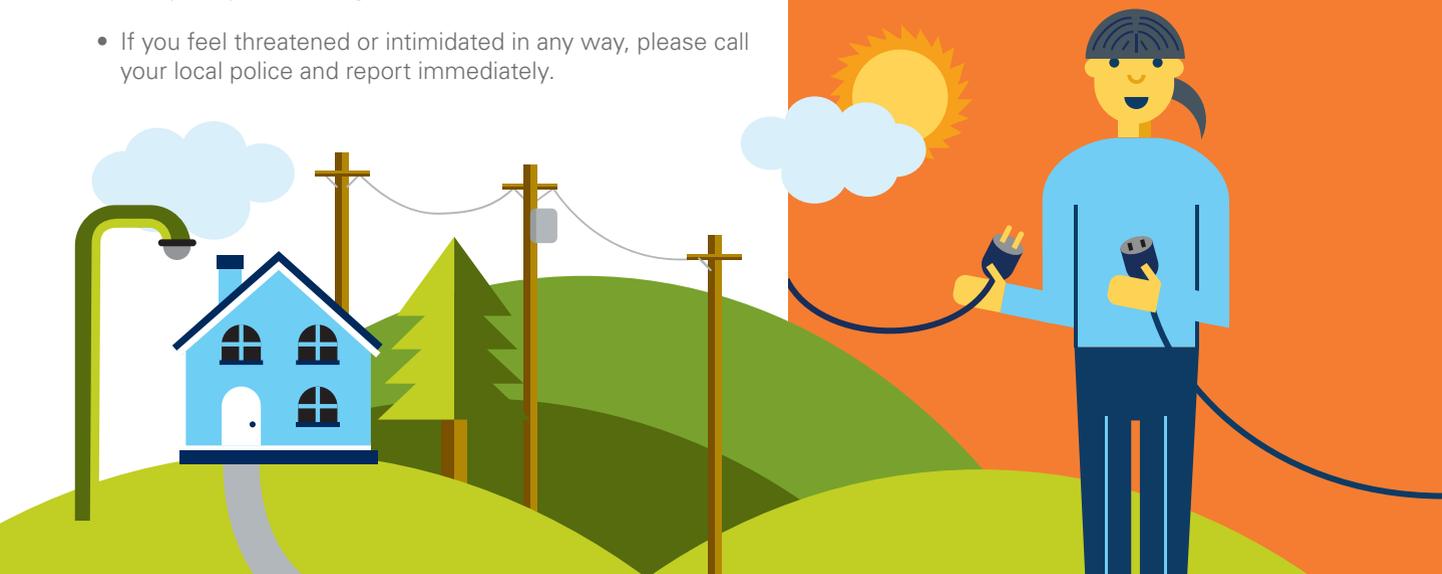
FAMILY ROOM

- Use a power bar to plug in multiple electronic devices so they can easily be switched off all at once
- Check the owner's manual to ensure rechargeable devices are not plugged in for longer than they need

LAUNDRY ROOM

- Wash only full loads of laundry and don't overload your machine
- Use the cold water wash to save energy and reduce wrinkles

Check out more energy efficiency and conservation tips at epcor.com



WANT AN EASY WAY TO RECEIVE AND PAY YOUR EPCOR BILL?

THEN SET IT AND FORGET IT!

By signing up for both the EPCOR ebill and Authorized Payment Withdrawal (APW) you will eliminate one monthly chore for good.

With ebill, you receive a summary of your monthly bill by email with a link to view the details. With APW, your monthly bill is withdrawn from your bank account on the billing due date and automatically credited to your EPCOR account.



IT JUST TAKES THREE EASY STEPS TO SIGN UP FOR BOTH!

- 1 Go to epcor.com.
- 2 On the home page click the 'Sign up for ebill' link and complete the set-up form for either EPCOR's ebill or Canada Post's epost™ (both options are on this page).
- 3 Back on the home page, click the Set up Authorized Payment Withdrawals (APW) link and complete the application form.



THE BENEFITS

Electronic billing

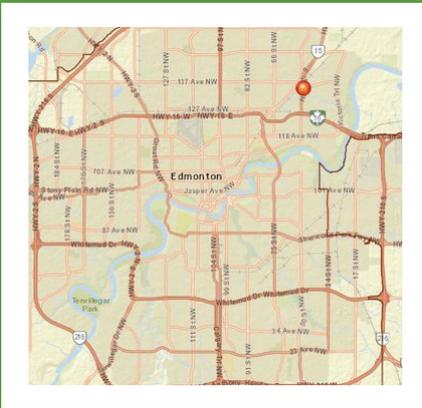
- You can access your bill online anytime, anywhere
- You will no longer need your paper bill, so it's an environmentally-friendly choice
- Allows you to save and retrieve bills up to seven years with epost and two years with ebill
- It's highly secure, so there's no need to worry about your personal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

Authorized Payment Withdrawal (APW)

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

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

DISCOVER NEW WEB OUTAGE TOOL



VISIT EPCOR.COM/POWEROUTAGES TO TRACK POWER OUTAGES IN EDMONTON.

THERE YOU'LL FIND:

- Current or recent outages on our network that have been detected
- An address range and a map of the affected area(s)
- The cause of the outage
- The estimated time for resolution

You can also receive power outage updates on Twitter. To track water outages go to epcor.com/wateroutages

BEFORE AN OUTAGE: BE PREPARED

We work hard to minimize outages, but they're often caused by unexpected weather and accidents. Don't be left in the dark without a plan. Here's what you can do to be prepared for power outages.

- 1 Create a preparedness plan for you and your family** and make sure everyone is familiar with it. The plan should include what to do in case the power is out for an extended time.
- 2 Stock an emergency kit** and make sure it's easily accessible in the dark. The kit should be well-stocked and all equipment should be in good working order.
- 3 Prepare a list of emergency phone numbers** (fire, police, ambulance, etc.). Be sure to include our power emergency phone number (780-412-4500) so you can report any outages.
- 4 Protect your electronics** (computers, TVs, etc.) by using surge protectors.

WHAT SHOULD BE IN AN 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.

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.

