

JUNE 2016

NEIGHBOURS HELPING NEIGHBOURS

At EPCOR, we've been providing the best in customer care for fellow Albertans for the past 125 years now. In good times and tough times throughout those 125 years we've seen "life happen" and personal hardships that can make it difficult to pay your bills—including your EPCOR bill. So let us help you.

MEET KAREN

Karen lives in Edmonton and has been a part of EPCOR's 125 year history as a valued employee for the past 28 years. As the manager of our Collections team she knows personal hardships happen, nevertheless her and her team are here to help.

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

"When you provide essential services like power and water, it is important to listen and understand every situation. Each customer who calls in is different and their circumstances are different. We try to help as much as we can by giving them the information they need, and providing them with solutions or options."

Call us toll-free at 310-4300; we're here to help.



**125
YEARS**

**CONNECTING OUR COMMUNITY FOR 125 YEARS
AND IN 1910 THAT INCLUDED POWERING STREET
CARS ON JASPER AVENUE**

Source: Ernest Brown/National Archives of Canada/C-007911

KEEPING IT CLEAR AROUND POWER ASSETS

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 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.

DID YOU KNOW?

Power assets, such as transformers and power poles, may sometimes appear to be located on private property but they are all situated on public utility right-of-ways or easements.

WHERE DOES YOUR WATER COME FROM?

EPCOR uses water from the North Saskatchewan River Watershed – 28,000 km² of diverse terrain upstream of Edmonton. It includes the North Saskatchewan River, which flows from the Columbia Icefields. En route to our city, it's fed by smaller rivers and creeks. Activities we do on a daily basis affect the watershed, and we all play a role in securing safe water for today – and tomorrow.

Help protect your watershed

- Use less fertilizers, pesticides and herbicides
- Return expired or unused medications to your pharmacy
- Dispose of hazardous materials at collection facilities
- Prevent soil erosion by landscaping to minimize runoff
- Wash your vehicle at a car wash, not on your driveway
- For more tips visit epcor.com/water

AN OUNCE OF PREVENTION

EPCOR continues to receive reports from customers who are receiving suspicious phone calls and we warn customers to be cautious.

How the scam works

A caller falsely identifies themselves as EPCOR and threatens power disconnection if an immediate payment is not made. They then request payment by credit card or direct the customer to purchase a pre-paid credit card to make payment. We do not operate this way. Customers with questions or concerns are encouraged to call our Contact Centre at **310-4300**.

Report Suspicious Activity

If you're contacted by EPCOR in a manner you believe to be suspicious, here's what you should do:

- End suspicious phone calls as quickly as possible.
- Do not disclose your personal information or your EPCOR account details.
- Never disclose your credit card information over the phone unless you are positive it is safe to do so.
- Call EPCOR's Contact Centre at 310-4300 (in Alberta) to report the suspicious activity.

Visit the Canadian Anti-Fraud Centre website for more information on scams and how to report them.



BILL A BETTER WAY...

Combine one of our electronic billing options with Authorized Payment Withdrawal (APW) and discover the easiest way to receive and pay your EPCOR bill.

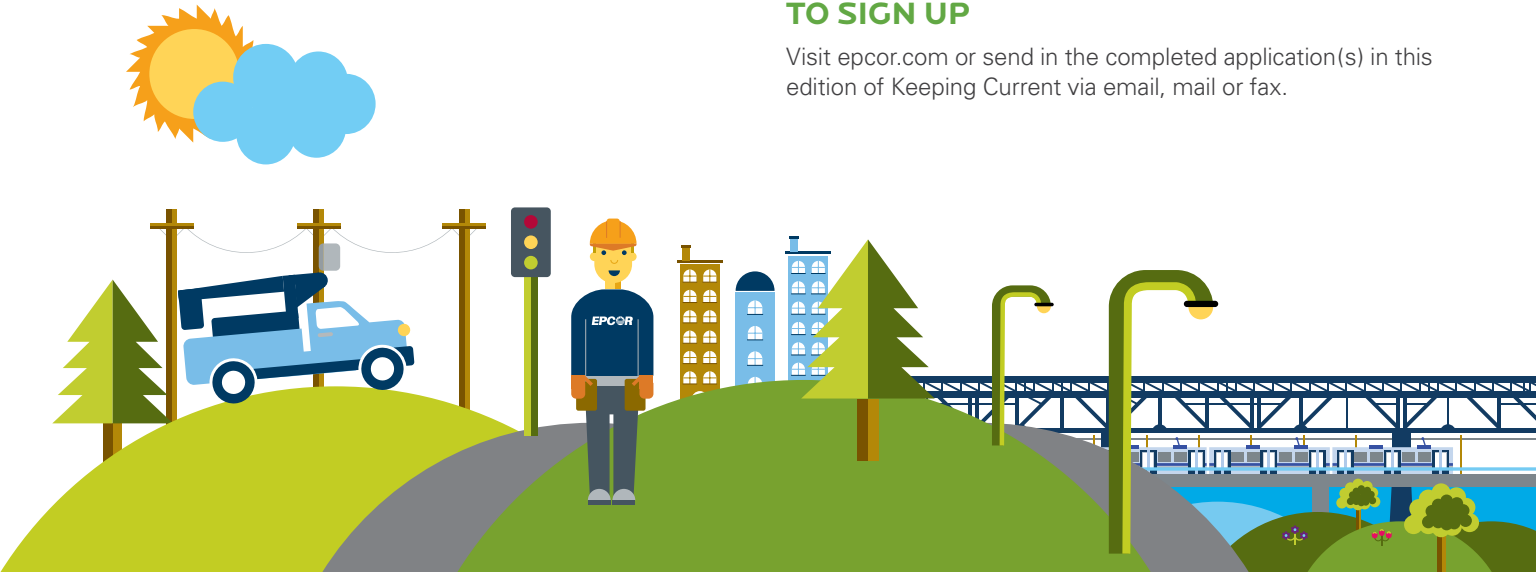
Save time, money and never miss a bill payment again, even when you're away. It's free and easy to sign up.

HOW IT WORKS

- **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.

TO SIGN UP

Visit epcor.com or send in the completed application(s) in this edition of Keeping Current via email, mail or fax.



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.



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

Email to: paymentsrefunds@epcor.com
Fax to: (780) 412-4299
To learn more visit 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.

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To learn more visit 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.