

OCTOBER 2016

## NEIGHBOURS HELPING NEIGHBOURS

October 2016 marks a very important milestone for us here at EPCOR. This month, we celebrate exactly 125 years of being a part of our Edmonton community. That's 125 years of neighbours helping neighbours by providing the best in customer care.

### MEET DEAN

Dean lives in Edmonton and has been a part of EPCOR's 125-year history as a valued employee for the past eight years. Dean came to us with a sound background in customer service from his previous job in management and then acquired a well-rounded knowledge of our company from the ground up. Dean started as one of our meter readers, and from there, he moved to our downtown head office where he helped establish our Customer Experience team.

#### How does Dean feel about providing the best in customer care?

*"We established the Customer Experience team to help our Contact Centre agents look at the service we provide, from our customers' point of view. We continually work on developing our agents' skills to ensure we always meet or exceed our customers' expectations."*

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

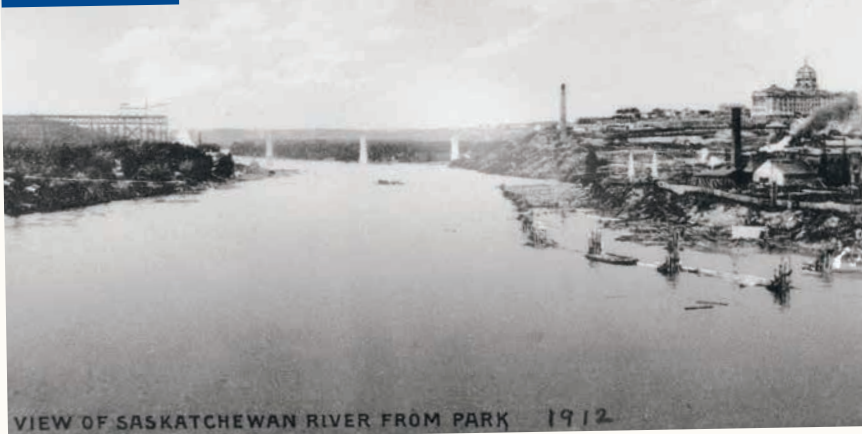


**125**  
YEARS

**THANKS FOR GROWING WITH US!**



125  
YEARS



*Both the legislature and the High Level Bridge were under construction in 1912.*

## BUILDING THE HIGH LEVEL BRIDGE WAS A BRIGHT IDEA

On July 1, 2014, it got even brighter when we helped the community “Light the Bridge” with 60,000 LED bulbs. Watch the bridge shine on two occasions later this year: EPCOR will light the bridge with a custom design on October 23 for our 125th anniversary and the Edmonton Power Historical Foundation will do the same on December 22 for the 125th anniversary of electric light in our city.

Visit [www.ephf.ca](http://www.ephf.ca) to learn more about the EPHF and its museum dedicated to Edmonton’s powerful past — many of their volunteers are EPCOR retirees!

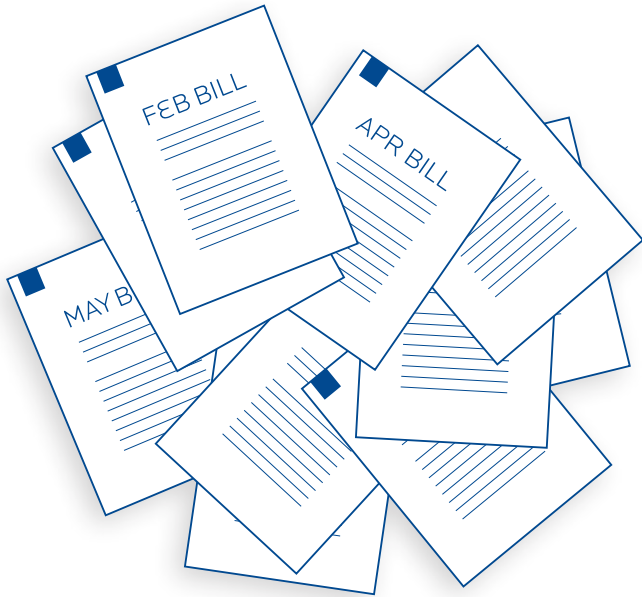
## AN OUNCE OF PREVENTION

Edmontonians are reminded to stay alert around power equipment. Any game or activity that distracts people from the dangers around electrical equipment and power lines is a concern for EPCOR.

### Electrical safety tips for our customers

- Never enter an EPCOR electrical substation as there is a high risk of injury
- Never come into direct contact with power lines as the line may be energized
- Never touch electric equipment such as transformers or power control boxes
- Never attempt to climb a power pole or transmission tower
- Always pay attention and obey warning signs posted by EPCOR





# THE EASIEST WAY TO RECEIVE AND PAY YOUR EPCOR BILL

## 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.

1. Go to **epcor.com**
2. Click the **Sign up for ebill** link.

With ebill you will receive a monthly email with a summary of your current balance, the payment due date and a link to view your entire bill online.

3. Back on the home page click the **Set up Authorized Payment Withdrawals** link.

With APW you automatically pay your bill from your bank account on the billing due date each month.

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

## THE BENEFITS

### EBILL

- 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 two years
- It's highly secure, so there's no need to worry about your personal information
- It's free

### 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

**SIGN UP TODAY  
ON EPCOR.COM**





# PLEASE HELP US KEEP OUR METER READERS SAFE

Our meter readers are out in all sorts of weather. Obtaining actual meter reads means your bill is based on your household's actual consumption and not an estimate. You play an important role in keeping our meter readers safe.

## HERE'S HOW TO HELP:

- Before the first snowfall make sure any obstacles are cleared away: tidy away garden hoses, shovels, rakes, children's toys (including crazy carpets), and ladders so they don't become hazards hidden under layers of snow.

- Once the snow has fallen, clear a path to your meter(s), check for dangerous snow, ice and buried items. Check that your gate opens easily and isn't blocked by snow or ice.

If you want to learn more or find out when we'll be reading your meter next, visit [epcor.com/your-meter](http://epcor.com/your-meter).



# WATER IS EVERYTHING

And not just to us humans. That's why EPCOR works hard to ensure the water you send down the drain each day is properly treated and returned to the river clean and safe for wildlife and the environment.

It takes a dedicated team, innovative practices and ongoing investment in our Gold Bar wastewater treatment operations.

To learn more about Edmonton's water operations, go to the source at [epcor.com/water](http://epcor.com/water)

