



THE EPCOR FAMILY WISHES YOU AND YOUR FAMILY A SAFE AND HAPPY HOLIDAY SEASON

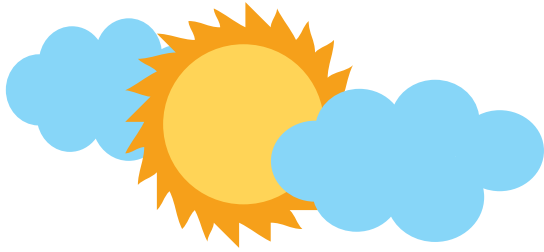
NOT SURE HOW MANY LIGHTS YOU NEED FOR YOUR TREE?

Use this easy formula to calculate the number of lights you will need to brighten up your tree.

Height (feet) x width (feet) x 3

If you are using mini lights, height (feet) x width (feet) x 6





GOING “ALL IN” FOR YOUTH

**IN CELEBRATION OF OUR
125TH ANNIVERSARY, WE’RE
PROUD TO EXPAND OUR
MISSION TO HELP KIDS IN
OUR COMMUNITY SUCCEED
BY DONATING \$125,000 TO
ALL IN FOR YOUTH.**

As a corporate supporter of All In for Youth, we’re helping launch a new collaborative initiative of United Way of the Alberta Capital Region that sees partners across government and the social services sector providing wraparound supports for students in five local pilot schools. This will ensure that kids who have the greatest needs for support are getting the right tools and resources for their journey through school and through life.

Learn more: myunitedway.ca



United Way
Alberta Capital Region

KEEP IT SIMPLE!

**SET IT AND FORGET IT – THE
EASIEST WAY TO RECEIVE
AND PAY YOUR EPCOR BILL**

EPCOR ebill

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.

APW

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

The benefits of our combined offering

- No more stamps, cheques or trips to the mailbox
- Automatically pays your bill on the due date even when you’re away on vacation
- Access your bill online anytime, anywhere
- Allows you to save and retrieve bills for up to two years
- It’s an environmentally-friendly choice
- It’s highly secure, so there’s no need to worry about your personal information

BEST OF ALL, BOTH SERVICES ARE FREE!

Sign up online at epcor.com or complete and mail in the application forms on page 3 and 4 in this edition of Keeping Current.



VEHICLES AND POWER EQUIPMENT

Do you know what to do if your vehicle hits an energized power line, transformer, or other electrical equipment?

HOW SEVERE IS THE CONTACT?

- If your vehicle is driveable and not entangled in the power line, drive away to a safe distance (at least 10 metres).
- If you can't drive away or the power line is caught on your vehicle, stay inside your vehicle until the door is opened for you by an EPCOR employee.
- If there is a fire, exit by jumping clear of your vehicle. Keep your feet close together, landing on the ground with both feet at the same time. Don't touch the vehicle and the ground at the same time, and don't return to or reach back into the vehicle. Once on the ground, shuffle your feet (keeping both feet on the ground at all times) until you are at least 10 metres away from your vehicle.

Report the incident by calling EPCOR Power Trouble at 780-412-4500 or 911.

- Keep yourself and others at least 10 metres away from the vehicle at all times.



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 see 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
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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