

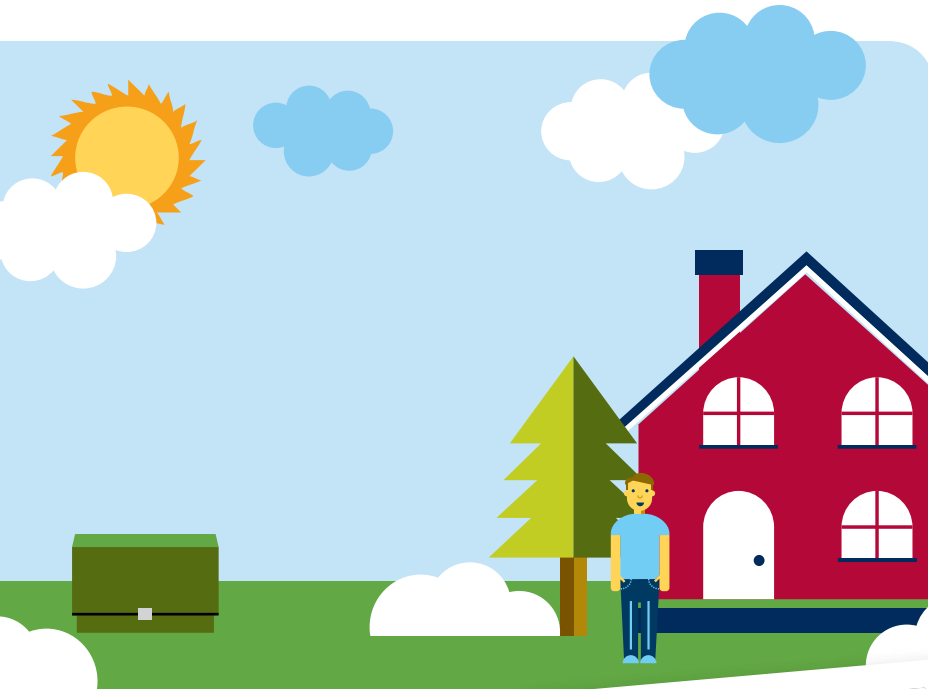
A CAREER WHERE YOU MATTER MORE

Great pay, great benefits; and working with great customers like you!

Check out careers@epcor.com

MARCH 2017

KEEPING CURRENT



IT'S TIME FOR A SPRING GREEN UP!

Clear away clutter, green up your energy consumption and support a local charity.

EFFICIENCY TIPS FROM OUR EMPLOYEES

Michelle, a nine-year Edmonton EPCOR veteran, shares her family's tips for conserving energy.

- I challenge my 3 boys to conserve electricity as a family. First, we established a reasonable baseline for our monthly EPCOR bill
- If my boys can bring us in under budget on a particular month, I give them the difference
- As a result, they've been very motivated to turn the lights out when they're not in use and keep their showers to a reasonable length



Check out the Efficiency & Conservation section (under Learn & Explore) at epcor.com to see more ways you can conserve energy.

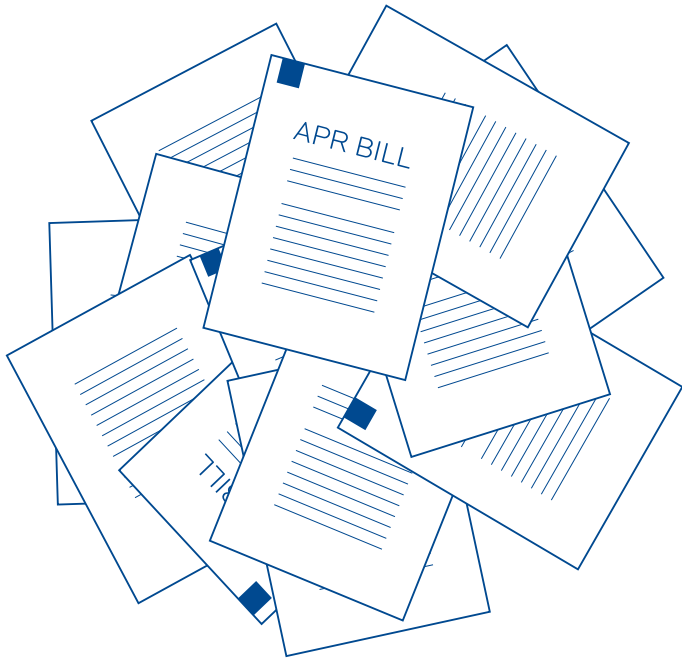


POWER OUT?

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 (if known)
- The estimated time for restoration

To track water outages go to epcor.com/wateroutages.

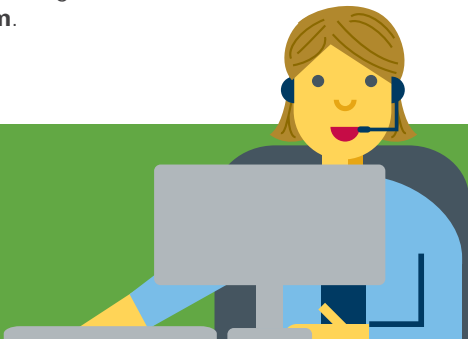


BILLING 101

Energy charges, delivery charges, rate riders and more. Yes, at times, it can be confusing understanding electricity language. Fortunately, all is explained on our interactive bill on **epcor.com**.

- Hover over the various line items on each page of the interactive bill
- See a detailed explanation of over 20 items

See 'Understanding Your Bill' on **epcor.com**.



DID YOU KNOW?

In 2016, we answered just over 550,000 customer calls in our Edmonton Contact Centre.

Give us a call at **310-4300**, we're here to help.

WANT A STRESS-FREE (AND MUCH GREENER) WAY TO RECEIVE AND PAY YOUR EPCOR BILL?

IT JUST TAKES 3 EASY STEPS:

- 1 Go to **epcor.com**
- 2 Click the 'Sign Up For Ebills' link (**Or**, you can complete and mail in the ebill application on the back page of this edition of Keeping Current).
- 3 Back on the home page click the set up **Authorized Payment Withdrawal** link.

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

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



LANDSCAPING & POWER EQUIPMENT 101

As you plan your spring landscaping, don't forget to leave enough room around the power equipment on or adjacent to your property. According to the Alberta Electrical Utility Code and City of Edmonton Bylaws, walls, fences, trees, rocks, shrubs, plants and other items must be at least two metres away from power assets.

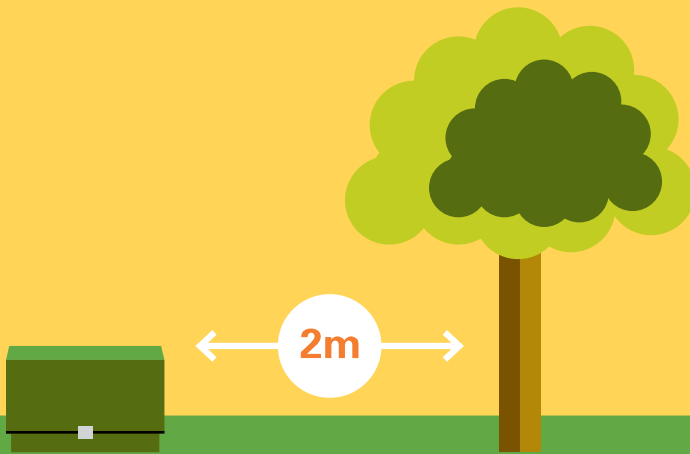
For more information about the clearance requirements around power equipment visit: epcor.com/clearance

TRIMMING TREES?

If you require assistance trimming large trees, try contacting a certified arborist through the International Society of Arboriculture – isaprairie.com

DID YOU KNOW?

Bark chips and grass provide a stable work surface and better traction for utility workers.



CLEAN OUT YOUR CLOSET, MAKE A BIG DIFFERENCE

Support Boys & Girls Clubs Big Brothers Big Sisters of Edmonton & Area (BGCBig) when you're spring cleaning your closet this year.

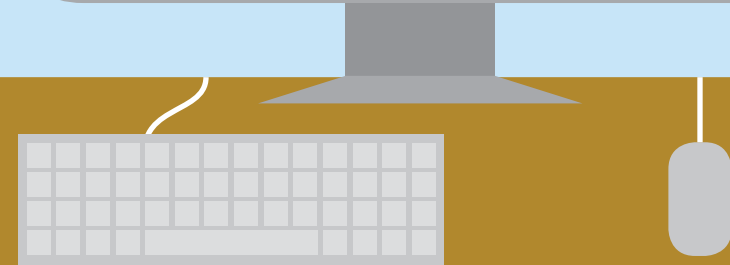
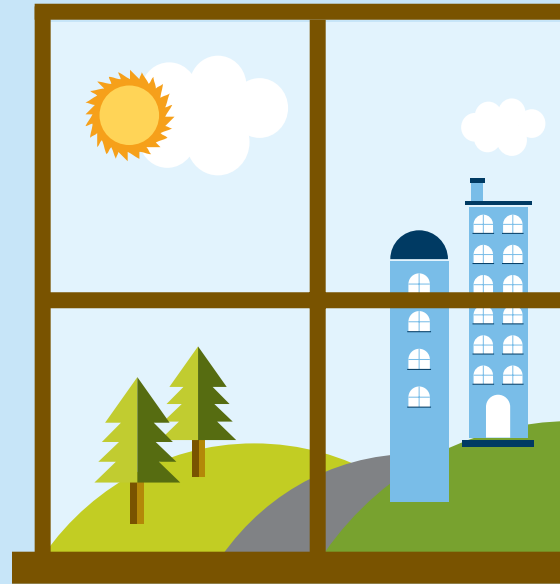
BGCBig's donation bins across the city of Edmonton accept gently used clothing and small household items. The items support BGCBig's programs in Edmonton.

Find a bin near you or book a FREE home pick-up at BIGclothingdonation.com



MEET THE NEW 'EPCOR.COM'

We've improved our site to work better for you, at home and on the go. Let us know your feedback at digital.media@epcor.com.



SIGN UP FOR EPCOR'S EBILL

EPCORAccountName: _____

EPCOR Account Number: _____

EPCORServiceAddress: _____

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.



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