

A CAREER WHERE YOU MATTER MORE

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JUNE 2017

KEEPING CURRENT



HERE COMES THE SUN!

Conserve water, electricity and enjoy more summer sun with ebill & APW

EFFICIENCY TIPS FROM OUR EMPLOYEES

Stephanie, a five-year Edmonton EPCOR veteran, shares her tips for conserving energy

- I unplug all my electronics when I'm not using them. Because they still use energy when they're turned off but still plugged in.
- This saves energy and protects my devices.
- It also helps remind me to unplug my hair straightener - safety first!



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



JOIN US FOR EPCOR RIVERFEST

EPCOR RiverFest will celebrate the North Saskatchewan River and the important role it plays in our lives. On September 16th, join us as we take to the river in Whitemud Park for rafting and other activities. Mark your calendars and follow us on Facebook for more details.



ENJOY MORE SUMMER SUN WITH EBILL & APW

COMBINE EBILL WITH AUTHORIZED PAYMENT WITHDRAWAL (APW) AND NEVER MISS A BILL PAYMENT AGAIN (EVEN WHEN YOU'RE AWAY ENJOYING THE SUMMER SUN). IT JUST TAKES 3 EASY STEPS:

- 1 Go to epcor.com
- 2 Click the **Sign up for ebills** link
- 3 Back on the home page click the **Authorized Payment Withdrawals** link

Or, you can complete and mail in the ebill and APW applications in this edition of Keeping Current.

HOW IT WORKS

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.

APW – Automatically pay your EPCOR bill from your bank account on the billing due date each month.



FIVE EASY WAYS TO SAVE WATER THIS SUMMER

When temperatures rise, so does our water use, as we try to keep our grass green, our gardens growing and our flowers blooming. But there are many ways you can reduce your warm weather water use and still keep your yard looking great all summer long. Here are a few:

- Save the rain. Use a rain barrel to collect rainwater for watering your lawn, garden and plants.
- Choose your plants. Pick native and drought-tolerant plants, which can thrive with minimal water.
- Deepen your roots. Gradually decreasing your lawn watering helps grass roots grow deeper, and they'll become capable of living with less water.
- Let it grow. Cut your grass less often and scatter your clippings to encourage a healthy lawn.
- Fix it. Leaky irrigation systems, pools, hot tubs and water features all contribute to water waste.

For more water saving tips, visit epcor.com/learn.



IT TAKES MANY HANDS TO LIFT UP A COMMUNITY

We can accomplish so much more together. That's why employee volunteering is a key component of our support for local charities that are focused on setting socially-vulnerable children and young people up for success.

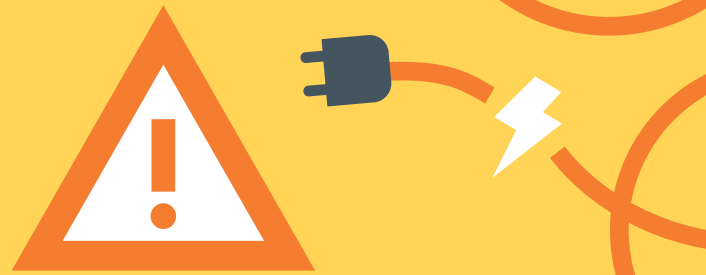
Learn more: epcor.com/community

SECURE YOUR HOME WHEN THE POWER IS OUT

EPCOR makes every effort possible to keep interruptions to a minimum. Severe storms and extreme weather may affect our ability to keep the lights on.

Keep your home and family safe with these tips:

- If you're away on vacation, ask a neighbour to keep an eye on your home
- If you have an electric garage door opener, locate the emergency release handle and learn how to operate the door without power
- If you have to leave your home during an outage – turn off all lights, appliances, electronics and other heat producing devices; but leave a battery operated lighted device on to make your return safer
- If you have a home security system with battery back-up, keep an additional battery on hand



ALWAYS BE PREPARED FOR A POWER OUTAGE

- **Create a preparedness plan for you and your family.** Make sure everyone is familiar with it. The plan should include what to do in case the power is out for an extended time.
- **Prepare a list of emergency phone numbers.** Include fire, police, ambulance, and our Power Trouble phone number (780-412-4500).
- **Have an emergency kit handy.** Make sure it's easily accessible in the dark. The kit should be well-stocked and all equipment should be in good working order.

Visit epcor.com for more information about what to do if your power goes out.

SIGN UP FOR EPCOR'S EBILL

EPCOR Account Name: _____

EPCOR Account Number: _____

EPCOR Service Address: _____

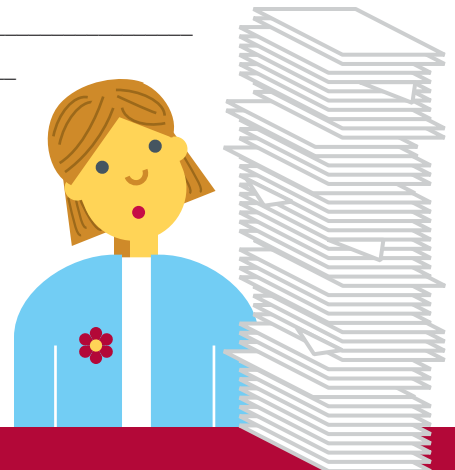
Contact Number: _____

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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