

A CAREER WHERE YOU MATTER MORE

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

Check out epcor.com/careers

OCTOBER 2017

KEEPING CURRENT



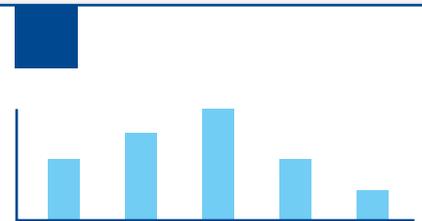
FALL INTO ENERGY EFFICIENCY

...and convenience on epcor.com

MANAGE YOUR ACCOUNT ONLINE ANYWHERE, ANYTIME!

On epcor.com you can:

- Request to start, end, or move a service
- Sign up for Automatic Withdrawals & ebill
- Make payment arrangements
- View a summary of your account details
- Update your account information



BILLING 101

At times, electricity language can be confusing. Fortunately all is explained in our interactive bill on epcor.com. Simply hover over the various line items on each page of the interactive bill.

See 'Understanding Your Bill' on epcor.com.

4 WAYS TO SAVE WATER INSIDE YOUR HOME

WATER PLAYS A BIG ROLE IN OUR HOMES, BUT THAT DOESN'T MEAN YOU CAN'T FIND WAYS TO SEND LESS WATER DOWN THE DRAIN.

Here are a few water-saving tips:

- **Fix a leaky loo.** Find out if your toilet is leaking by adding a few drops of food colouring to the tank and waiting 15 minutes. If you see coloured water in the toilet bowl, you have a leak. For help fixing a leak, visit our EPCOR YouTube page and watch our "Fix a Leaky Toilet" video.
- **Stop drips and drops.** Regularly check your faucets and pipes for leaks and drips. For help fixing minor household plumbing issues, visit a local hardware store.
- **Get efficient.** Install high-efficiency, low-flow appliances and water fixtures. Tap aerators can also help you use up to 25% less water.
- **Flush water-wasting habits.** Follow simple tips in your home, like turning off the tap while brushing your teeth and taking shorter showers.

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



HELP KEEP OUR WATER METER READERS SAFE

Did you know that more than half of the 285,000 water meters in Edmonton homes and businesses still require direct readings? To read these water meters, our meter readers need to access yards—in all sorts of weather.

MAKE YOUR YARD SAFE

- Before the first snowfall, make sure items like garden hoses, rakes, shovels and toys are cleared away, so they don't become hazards under the snow.
- Keep your sidewalks, pathways and gates leading to the water meter clear of debris, snow and ice.

DO YOU HAVE A PET?

Let us know by calling 780.412.4964. We'll ask for your address, number of pets and anything you'd like to share about your pet's demeanor. If you have concerns with an EPCOR meter reader entering your yard while your pet is outdoors, we can notify you the day before we need access to your yard. Please call 780.412.4964 to arrange a courtesy call.

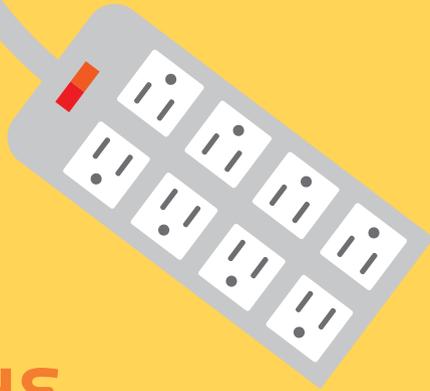
To learn more, visit epcor.com/your-meter.

Having our meter readers read the water meter helps ensure accurate billing, because your bill is based on your household's actual consumption and not an estimate.



1-2-3 WAYS TO PAY YOUR EPCOR BILL

1. Automatic Withdrawals (See Page 4 for details on how to sign up)
2. Through your bank (Pay online or by telephone with services provided by your bank)
3. By mail (Use the pre-addressed envelope included with your bill statement)



AS THE TEMPERATURE BEGINS TO FALL, WARM UP TO THESE ENERGY-SAVINGS TIPS ON EPCOR.COM

Your Family Room

- When buying new electronics, look for the ones with Energy Star ratings.
- Use a power bar to plug in multiple electronic devices so they can easily be switched off all at once.
- Check the owner's manual to ensure rechargeable devices are not plugged in for longer than they need; and remember to unplug the charger too when you're done.

Helping your furnace heat you

- Check your filter monthly and replace it every three months. Build up leads to increased drag on the fan and makes your motor work harder.
- Install pipe insulation on all of your hot water pipes to reduce heat loss.
- When shopping for a new furnace, look for the electronic ignition option instead of a pilot light.

Find these Efficiency & Conversation tips and many more under Learn & Explore on epcor.com.

NEVER FALL BEHIND ON YOUR EPCOR BILL WITH EBILL & AUTOMATIC WITHDRAWALS

COMBINE EBILL WITH AUTOMATIC WITHDRAWALS AND NEVER MISS A BILL PAYMENT AGAIN (EVEN WHEN YOU'RE AWAY ON A FALL GETAWAY). 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 **Automatic Withdrawals** link.

HOW IT WORKS

Ebill – Receive a monthly email with a summary of your account balance, the payment due date, a link to view your entire bill online and a small credit for getting your bill electronically.

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

