

NEIGHBOURS PROVIDING NEIGHBOURS THE BEST IN CUSTOMER CARE

Providing the best in customer care for fellow Albertans is something we're passionate about here at EPCOR. We've been a part of the Alberta community for more than 120 years.

MEET MEGHAN

Meghan lives in Edmonton and has worked at EPCOR for the past two and a half years. As the Manager of our Billing Operations team, Meghan oversees our new ebill service. Launched last July, EPCOR's ebill received an overwhelming response from customers just like you.

How does Meghan feel about our new ebill service?

"Our customers wanted more convenient options when it comes to receiving and paying their EPCOR bill. EPCOR's ebill combined with our Authorized Payment Withdrawal (APW) service provides them just that – the most convenient way to receive and pay their EPCOR bill."



MEGHAN'S SET IT AND FORGET IT STRATEGY!

By signing up for both ebill and APW you will eliminate one monthly chore for good.

With ebill, you receive a summary of your monthly bill by email with a link to view the details online. With APW, your monthly bill is withdrawn from your bank account on the billing due date and automatically credited to your EPCOR account. So, set it and forget it.

Sign up at epcor.com, call us at **310-4300** (a toll-free call in Alberta), or complete and mail in the forms on pages 3 and 4.





REPORT SUSPICIOUS ACTIVITY

Suspicious phone calls can happen from time to time, and we would like to warn our customers to be cautious.

As an example, there have been instances where a caller claims the account holder is in arrears and payment must be made immediately or the power will be shut off. Customers should know that EPCOR does not take sudden action on billing arrears.

If you're contacted by EPCOR in a manner you believe to be suspicious, here's what you should do:

- End suspicious phone calls as quickly as possible.
- Do not disclose your personal information or your EPCOR account details.
- Never disclose your credit card information over the phone.
- Call EPCOR's Customer Service at **310-4300** (in Alberta) to report the suspicious activity.

Check out epcor.com or follow us on Twitter for up to date information on suspicious activity.

EPCOR OFFERS YOU 5 WAYS TO PAY YOUR BILL

1. AUTHORIZED PAYMENT WITHDRAWAL (APW)

Visit our Residential and Commercial online services at epcor.com to get started! **Or, use the attached application.**

2. ONLINE OR TELEPHONE BANKING

Pay online or by telephone banking through services provided by most major financial institutions.

3. AT YOUR BANK

Make a payment at your bank through a teller or at a bank machine.

4. ONLINE BILLING WITH EPOST™

Already bank online? Get your bill online too! If you already do your banking online, look for an 'ebills' link to sign up to view your bills through your regular online banking site. Sign up directly through www.epost.ca!

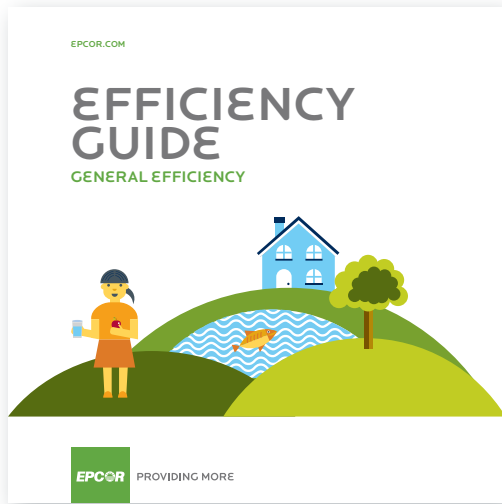
5. BY MAIL

Mail a cheque to:
PO Box 500,
Edmonton, AB T5J 3Y3

For more information, visit epcor.com/bills



SIMPLE CONSERVATION TIPS THAT CAN SAVE YOU MONEY



At the sink

- Clean vegetables in a partially-filled sink rather than under a continuously-running tap.
- Steaming vegetables uses less water than boiling and conserves more of the vegetables' nutrients.
- Keep drinking water in the fridge rather than running tap water to get it cold.

Electric Ranges

- Use the self-cleaning function immediately after cooking while the oven is still hot.
- Use a high heat setting to boil liquids on the stove, then reduce heat to maintain a consistent low boil.
- Turn off your oven 15 minutes before cooking is done to allow the cooking to continue using residual heat.

Family Room

- Unplug all electronics when you are not using them for extended periods of time. Not only does this save energy, but it also protects your devices should power surges occur.
- 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.

Find these tips and many more in the EPCOR Efficiency Guides! Download your copy today at epcor.com. You can also order a print copy at **310-4300**.

SIGN UP FOR EPCOR EBILL

EPCOR Account Name: _____

EPCOR Account Number: _____

EPCOR Service Address: _____

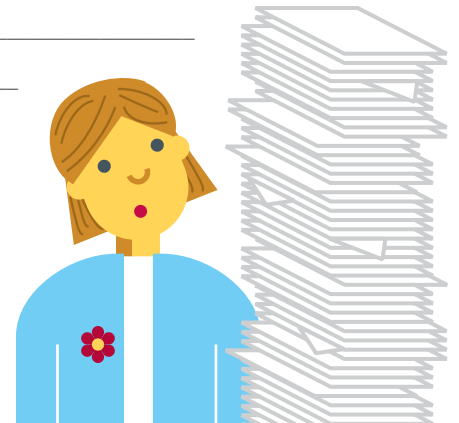
Contact Number: _____

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 visit EPCOR's Privacy Policy at epcor.com/privacy.



**CONTACT
EPCOR**

Mail: EPCOR Customer Service
2000 - 10423 101 ST NW
Edmonton AB T5H 0E8

To learn more visit: epcor.com/ebill
By fax: Customer Services at (780) 412-4299
Email to: paymentsrefunds@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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Email to: paymentsrefunds@epcor.com