

MARCH 2016

## NEIGHBOURS HELPING NEIGHBOURS

Providing the best in customer care is something we're very passionate about here at EPCOR. After all, we're neighbours helping neighbours as part of the community that has been thriving together in Alberta now for 125 years.

### MEET PAT

Pat lives in Edmonton and has been a part of EPCOR's 125 year history as a valued employee for the past 30 years. Pat's dedication to you and EPCOR is evident – as an important part of our Billing Team, she helps to ensure your EPCOR bill is accurate and produced on time.

### HOW DOES PAT FEEL ABOUT PROVIDING THE BEST IN CUSTOMER CARE?

*"I enjoy helping our customers understand their bills and if they have questions, I'll look into it."*

Pat is just one of our many Alberta-based customer care employees dedicated to serving EPCOR customers. Give us a call, we're here to help.



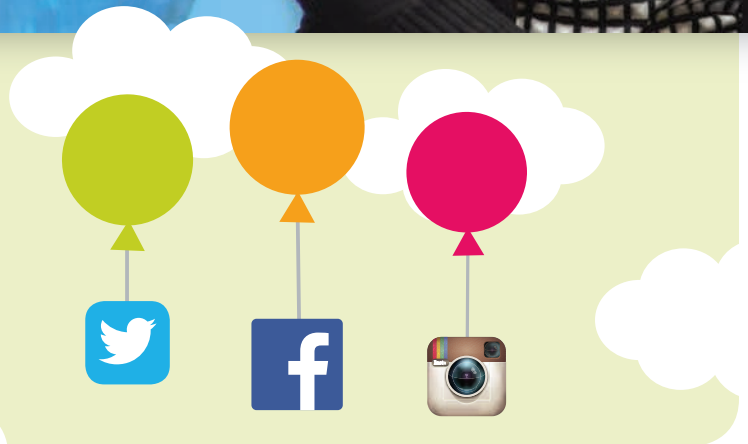
## GET SOCIAL

Join us on social media for safety tips, community news and more!

Follow us on Twitter:  
[Twitter.com/EPCOR](https://twitter.com/EPCOR)

Like us on Facebook:  
[Facebook.com/EPCOR](https://facebook.com/EPCOR)

Follow us on Instagram:  
[Instagram.com/EPCOR](https://instagram.com/EPCOR)



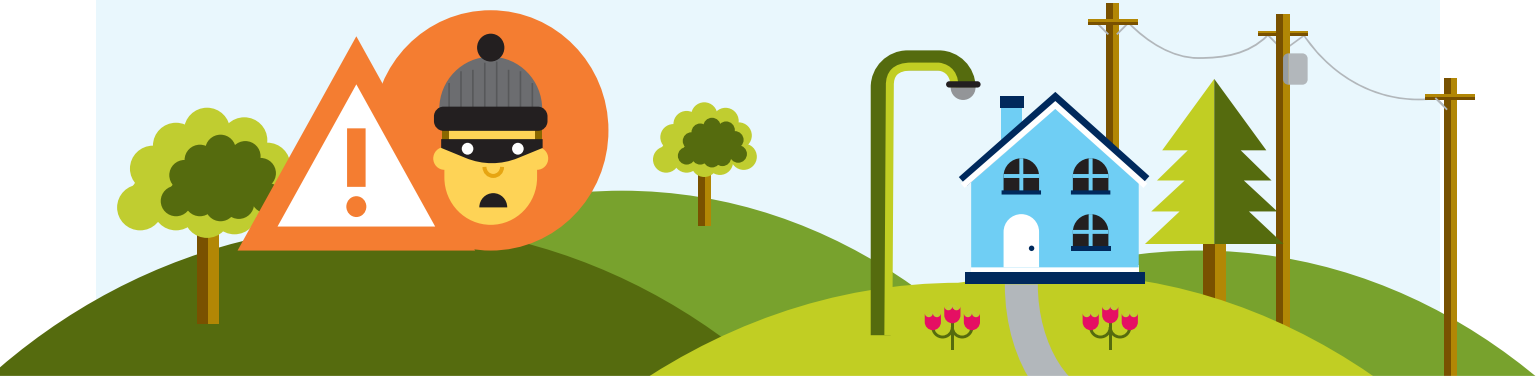
125 YEARS OF BEING PART OF THE COMMUNITY

# AN OUNCE OF PREVENTION

Door-to-door scams can take many forms and we would like to warn our customers to be cautious. The most common include people posing as experts who try to sell products or services.

The best method to avoid these door-to-door scams is to not do business with door-to-door salespeople unless you have verified they are authentic.

- Salespeople must carry identification that includes their business licence number – ask to see it or call Service Alberta at 1-877-427-4088 to confirm that a business is licensed
- To verify a person is an EPCOR employee, ask to see their EPCOR ID badge
- Our badges have a phone number on the back, call to verify the person is legitimate
- If you feel threatened or intimidated in any way, please call your local police and report immediately



## 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 visit EPCOR's Privacy Policy at [epcor.com/privacy](http://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](http://epcor.com/ebill)  
**By fax:** Customer Services at (780) 412-4299  
**Email to:** [paymentsrefunds@epcor.com](mailto:paymentsrefunds@epcor.com)

# WANT AN EASY WAY TO RECEIVE AND PAY YOUR EPCOR BILL?

## THEN SET IT AND FORGET IT!

By signing up for both the EPCOR ebill and Authorized Payment Withdrawal (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. With APW, your monthly bill is withdrawn from your bank account on the billing due date and automatically credited to your EPCOR account.



## IT'S EASY TO SET UP

### By mail

- Complete the ebill and APW application forms in this edition of Keeping Current.
- Mail the completed forms to:  
EPCOR Customer Service  
2000 – 10423 101 St  
Edmonton AB T5H 0E8

### Online at [epcor.com](http://epcor.com)

- On the home page, click the 'sign up for ebill' link and complete the set-up form for either EPCOR's ebill or Canada Post's epost™ (both options are on this page)
- Back on the home page, click the 'Set up Authorized Payment Withdrawals' link and complete the application form



## THE BENEFITS

### Electronic billing

- You can access your bill online anytime, anywhere
- You will no longer need your paper bill, so it's an environmentally-friendly choice
- Allows you to save and retrieve bills up to seven years with epost and two years with ebill
- It's highly secure, so there's no need to worry about your personal information
- It's free

### Authorized Payment Withdrawal (APW)

- It's easy; there's nothing to do once you're signed up
- Save time; no more cheques to write and mail
- Never miss a bill payment again, even when you're away on vacation
- It's free

**THAT'S IT!  
NOW THAT YOU'VE SET IT,  
YOU CAN FORGET IT.**

You can choose any retailer listed at [ucahelps.alberta.ca](http://ucahelps.alberta.ca) or at 310-4822. The electricity or gas that is delivered to your home, business or other location is not affected by your choice of retailer.

# 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](http://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](http://www.cdnpay.ca).

### CONTACT EPCOR

**Mail:** EPCOR Customer Service  
2000 - 10423 101 ST NW  
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