

JUNE 2016

## NEIGHBOURS HELPING NEIGHBOURS

At EPCOR, we've been providing the best in customer care for fellow Albertans for the past 125 years now. In good times and tough times throughout those 125 years we've seen "life happen" and personal hardships that can make it difficult to pay your bills—including your EPCOR bill. So let us help you.

### MEET KAREN

Karen lives in Edmonton and has been a part of EPCOR's 125 year history as a valued employee for the past 28 years. As the manager of our Collections team she knows personal hardships happen, nevertheless her and her team are here to help.

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

*"When you provide essential services like power and water, it is important to listen and understand every situation. Each customer who calls in is different and their circumstances are different. We try to help as much as we can by giving them the information they need, and providing them with solutions or options."*

Call us toll-free at 310-4300; 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)



# AN OUNCE OF PREVENTION

EPCOR continues to receive reports from customers who are receiving suspicious phone calls and we warn customers to be cautious.

## How the scam works:

A caller falsely identifies themselves as EPCOR and threatens power disconnection if an immediate payment is not made. They then request payment by credit card or direct the customer to purchase a pre-paid credit card to make payment. We do not operate this way. Customers with questions or concerns are encouraged to call our Contact Centre at **310-4300**.

## Report Suspicious Activity

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 unless you are positive it is safe to do so.
- Call EPCOR's Contact Centre at **310-4300** (in Alberta) to report the suspicious activity.

Visit the Canadian Anti-Fraud Centre website for more information on scams and how to report them.



## GO GREEN AND STAY COOL

### With a few tips from EPCOR Efficiency Guides

- Make sure window air conditioners are the right size to cool effectively without using excessive energy.
- Schedule heat generating activities such as doing laundry or baking for the coolest part of the day.
- Close the drapes during the hottest part of the day.
- Air circulation in the attic reduces heat build-up. Ensure attic vents are unobstructed so air can move freely.
- Water your lawn before 11 a.m. to avoid evaporation from high temperatures. Don't water on a windy day.
- Let your grass grow a little longer. This allows the roots to be more shaded so that they hold water better. Set your mower blades to five to eight centimetres.

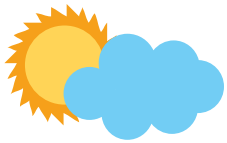
Check out other efficiency tips in the EPCOR Efficiency Guides. You can view/download your copy today at [epcor.com](http://epcor.com), you can also order a printed copy at **310-4300**.



# BILL A BETTER WAY...

Combine one of our electronic billing options with Authorized Payment Withdrawal (APW) and discover the easiest way to receive and pay your EPCOR bill.

Save time, money and never miss a bill payment again, even when you're away. It's free and easy to sign up.



## HOW IT WORKS

- **EPCOR's 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.
- **Canada Post's epost™** – Receive your bill via Canada Post's website or your banking website.
- **APW** – Automatically pay your EPCOR bill from your bank account on the billing due date each month.

## TO SIGN UP

Visit [epcor.com](http://epcor.com) or send in the completed application(s) in this edition of Keeping Current via email, mail or fax.

# 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).



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

**Email to:** [paymentsrefunds@epcor.com](mailto:paymentsrefunds@epcor.com)  
**Fax to:** (780) 412-4299  
To learn more visit [epcor.com](http://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](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).

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

**Email to:** [paymentsrefunds@epcor.com](mailto:paymentsrefunds@epcor.com)  
**Fax to:** (780) 412-4299  
To learn more visit [epcor.com](http://epcor.com)



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.