

NEIGHBOURS HELPING NEIGHBOURS

October 2016 marks a very important milestone for us here at EPCOR. This month, we celebrate exactly 125 years of being a part of the Alberta community. That's 125 years of neighbours helping neighbours by providing the best in customer care.

MEET DEAN

Dean lives in Edmonton and has been a part of EPCOR's 125-year history as a valued employee for the past eight years. Dean came to us with a sound background in customer service from his previous job in management and then acquired a well-rounded knowledge of our company from the ground up. Dean started as one of our meter readers, and from there, he moved to our downtown head office where he helped establish our Customer Experience team.

How does Dean feel about providing the best in customer care?

"We established the Customer Experience team to help our Contact Centre agents look at the service we provide, from our customers' point of view. We continually work on developing our agents' skills to ensure we always meet or exceed our customers' expectations."

Call us toll-free at 310-4300; we're here to help.



125
YEARS

THANKS FOR GROWING WITH US!



125
YEARS



VIEW OF SASKATCHEWAN RIVER FROM PARK 1912

Both the legislature and the High Level Bridge were under construction in 1912.

BUILDING THE HIGH LEVEL BRIDGE WAS A BRIGHT IDEA

On July 1, 2014, it got even brighter when we helped the community “Light the Bridge” with 60,000 LED bulbs. Watch the bridge shine on two occasions later this year: EPCOR will light the bridge with a custom design on October 23 for our 125th anniversary and the Edmonton Power Historical Foundation will do the same on December 22 for the 125th anniversary of electric light in our city.

Visit www.ephf.ca to learn more about the EPHF and its museum dedicated to Edmonton’s powerful past — many of their volunteers are EPCOR retirees!



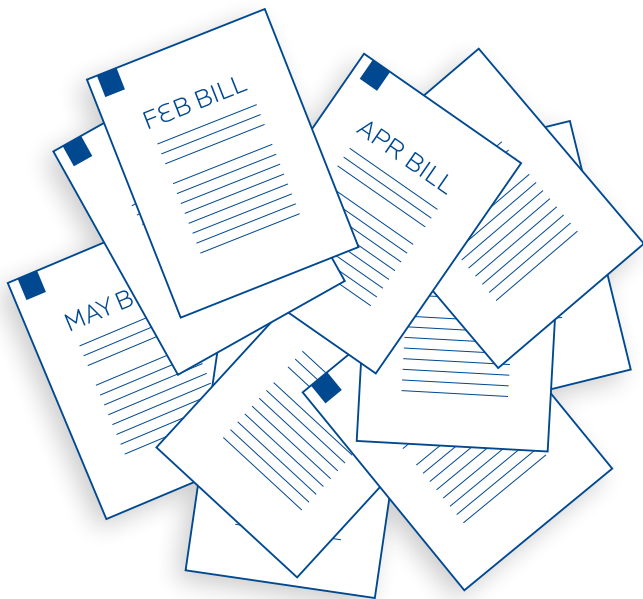
GO GREEN THIS WINTER



WITH A FEW TIPS FROM EPCOR EFFICIENCY GUIDES

- Furnaces should be checked and serviced each year before the start of the heating season
- Installing a programmable thermostat allows you to preset the required temperature for different times of the day and week
- You can save energy by not heating uninsulated areas such as the garage, crawlspace or attic. As well, close doors and warm air supply registers in unused rooms
- Install a ceiling fan in rooms with high or cathedral ceilings to push warm air down to where it’s needed
- When your wood burning or gas fireplace is in use, turn down your home’s main thermostat
- Use “door socks” – long, snake-like pieces of material stuffed with sand or birdseed – to repel drafts under exterior and interior doors

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



THE EASIEST WAY TO RECEIVE AND PAY YOUR EPCOR BILL

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.

1. Go to **epcor.com**
2. Click the **Sign up for ebill** link.

With ebill you will receive a monthly email with a summary of your current balance, the payment due date and a link to view your entire bill online.

3. Back on the home page click the **Set up Authorized Payment Withdrawals** link.

With APW you automatically pay your bill from your bank account on the billing due date each month.

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

THE BENEFITS

EBILL

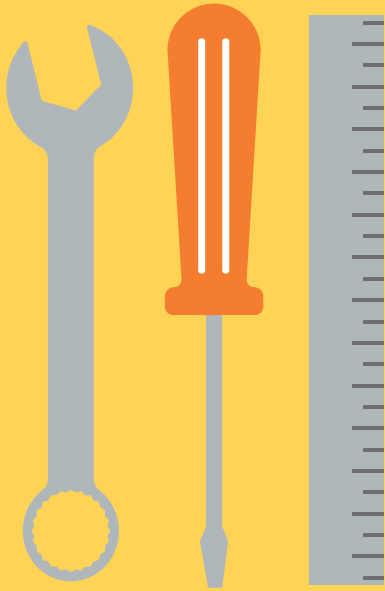
- You can access your bill online anytime, anywhere
- You will no longer need your paper bill, so it's an environmentally friendly choice
- Allows you to save and retrieve bills up to two years
- It's highly secure, so there's no need to worry about your personal information
- It's free

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

**SIGN UP TODAY
ON EPCOR.COM**





OTHER COOL TOOLS

WHILE YOU'RE VISITING EPCOR.COM, WHY NOT CHECK OUT SOME OF OUR OTHER COOL TOOLS.

- **Online account management** – request, stop or transfer a service; sign up for Authorized Payment Withdrawal; make payment arrangements; update account info or view a summary of your account details 24/7.
- **EPCOR interactive bill** – learn about rates, fees, rate riders and more.
- **Save money** – with tips from the EPCOR Efficiency Guides.

ALL THIS AND MUCH MORE ON EPCOR.COM

FIVE WAYS TO PAY YOUR EPCOR BILL

1 AUTHORIZED PAYMENT WITHDRAWAL (APW)

Automatically pays your bill from your bank account each month (sign up at epcor.com).

2 ONLINE BILLING

Sign up for service and pay your EPCOR bill online through most major financial institutions via the **ebills** link.

3 TELEPHONE OR ONLINE BANKING

Pay online or by telephone with services provided by most major banks.

4 AT YOUR BANK

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

5 BY MAIL

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

