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JUNE 2017

# KEEPING CURRENT



## HERE COMES THE SUN!

Conserve electricity and enjoy more summer sun with ebill & APW

## EFFICIENCY TIPS FROM OUR EMPLOYEES

**Stephanie, a five-year Edmonton EPCOR veteran, shares her tips for conserving energy**

- I unplug all my electronics when I'm not using them. Because they still use energy when they're turned off but still plugged in.
- This saves energy and protects my devices.
- It also helps remind me to unplug my hair straightener - safety first!

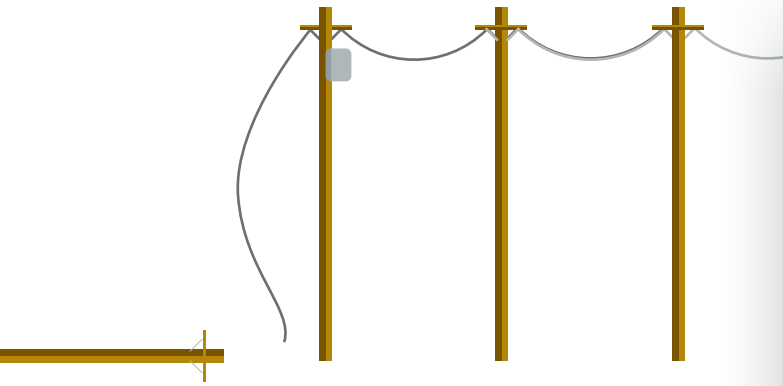


Check out the Efficiency & Conservation section (under Learn & Explore) at [epcor.com](http://epcor.com) to see more ways you can conserve energy.



## 1-2-3 WAYS TO PAY YOUR EPCOR BILL

1. Authorized Payment Withdrawal (See page 2 for details)
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)



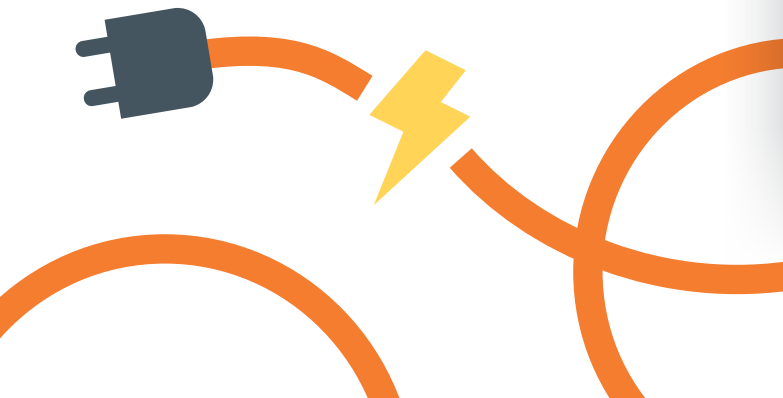
## DO YOU KNOW WHO TO CALL IN THE EVENT OF A POWER OUTAGE?

Although EPCOR is your retailer if you live outside Edmonton, your Wires Owner (the company that owns the wires leading into your home, farm or business) will vary. Examples include your local municipality, FortisAlberta, ATCO, ENMAX, etc.

During a power emergency (downed power lines, broken power meter, damaged power pole, etc.) or a power outage (no power at all), please contact your Wires Owner for assistance.

The contact number for your **Wires Owner** is located under the 'For Your Information' section on your EPCOR bill.

All other inquiries regarding your electricity service can be directed to us, your retailer EPCOR, at **310-4300** (a toll-free call in Alberta).



## ENJOY MORE SUMMER SUN WITH EBILL & APW

COMBINE EBILL WITH AUTHORIZED PAYMENT WITHDRAWAL (APW) AND NEVER MISS A BILL PAYMENT AGAIN (EVEN WHEN YOU'RE AWAY ENJOYING THE SUMMER SUN). 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 **Authorized Payment Withdrawals** link



Or, you can complete and mail in the ebill and APW applications in this edition of Keeping Current.

### HOW IT WORKS

**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.

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



# FOLLOW US ON SOCIAL MEDIA

FOLLOW US ON SOCIAL MEDIA FOR SAFETY TIPS, COMMUNITY NEWS, JOB POSTINGS AND MORE!

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**Twitter.com/EPCOR**

Like us on Facebook:

**Facebook.com/EPCOR**

Follow us on Instagram:

**Instagram.com/EPCOR**



# SIGN UP FOR EPCOR'S EBILL

EPCOR Account Name: \_\_\_\_\_

EPCOR Account Number: \_\_\_\_\_

EPCOR Service Address: \_\_\_\_\_

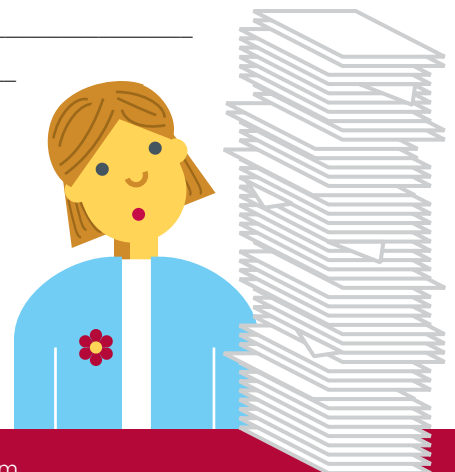
Contact Number: \_\_\_\_\_

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 see 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)  
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  
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Edmonton AB T5H 0E8

**Email to:** [paymentsrefunds@epcor.com](mailto:paymentsrefunds@epcor.com)  
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