



## A CAREER WHERE YOU MATTER MORE

Great pay, great benefits; and working with great customers like you!  
**Check out [epcor.com/careers](http://epcor.com/careers)**

OCTOBER 2017

# KEEPING CURRENT



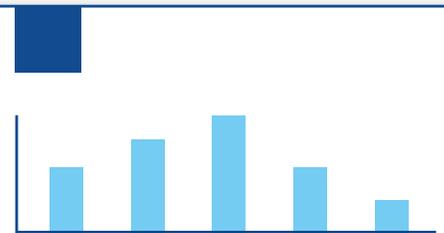
## FALL INTO ENERGY EFFICIENCY

...and convenience on **epcor.com**

## MANAGE YOUR ACCOUNT ONLINE ANYWHERE, ANYTIME!

On [epcor.com](http://epcor.com) you can:

- Request to start, end, or move a service
- Sign up for Automatic Withdrawals & ebill
- Make payment arrangements
- View a summary of your account details
- Update your account information



## BILLING 101

Understanding electricity language can be confusing. Fortunately all is explained in our interactive bill on [epcor.com](http://epcor.com). Simply hover over the various line items on each page of the interactive bill.

See 'Understanding Your Bill' on **epcor.com**.



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

1. Automatic Withdrawals (See Page 3 for details on how to sign up)
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 statement)

## AS THE TEMPERATURE BEGINS TO FALL – WARM UP TO THESE ENERGY-SAVINGS TIPS ON [EPCOR.COM](http://EPCOR.COM)

### Your Family Room

- When buying new electronics, look for the ones with Energy Star ratings.
- 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; and remember to unplug the charger too when you're done.

### Helping your furnace heat you

- Check your filter monthly and replace it every three months. Build up leads to increased drag on the fan and makes your motor work harder.
- Install pipe insulation on all of your hot water pipes to reduce heat loss.
- When shopping for a new furnace, look for the electronic ignition option instead of a pilot light.

Find these Efficiency & Conversation tips and many more under Learn & Explore on [epcor.com](http://epcor.com).



# NEVER FALL BEHIND ON YOUR EPCOR BILL WITH EBILL & AUTOMATIC WITHDRAWALS

COMBINE EBILL WITH AUTOMATIC WITHDRAWALS AND NEVER MISS A BILL PAYMENT AGAIN. IT JUST TAKES 3 EASY STEPS:

- 1 Go to [epcor.com](http://epcor.com)
- 2 Click the **Sign up for ebills** link
- 3 Back on the home page click the **Automatic Withdrawals** link.

## HOW IT WORKS

**Ebill** – Receive a monthly email with a summary of your account balance, the payment due date, a link to view your entire bill online and a small credit for getting your bill electronically.

**AW** – 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!

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)



# 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).

