

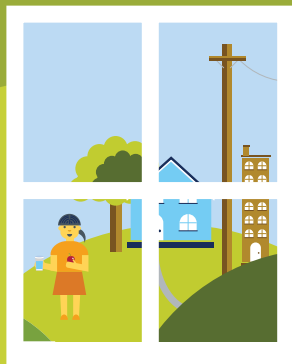


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Great pay, great benefits; and working with great customers like you!
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OCTOBER 2017

KEEPING CURRENT



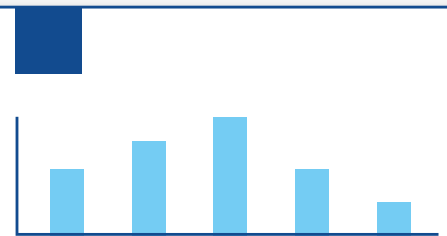
FALL INTO ENERGY EFFICIENCY

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

MANAGE YOUR ACCOUNT ONLINE ANYWHERE, ANYTIME!

On 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. 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

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.



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
- 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

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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).

