

# Your utilities bill

Statement Date October 5, 2017

**JOHN DOE**

Your account number 12345678  
 For service at PO Box 123  
 Albertaville



**Questions?**

Epcor.com 24/7  
 310-4300 or 1-800-667-2345  
 Monday to Friday 8 am - 7 pm,  
 Saturday 8 am - 4:30 pm,  
 Closed Sundays and stat. holidays



## Here's what you owe *For details, please turn over*

Amount of your last bill	\$XXX.XX
Payments we processed Thank you -	XXX.XX
New charges	XX.XX
Electric energy	XX.XX
GST	XX.XX

**Authorized Payment Withdrawal \$XX.XX**

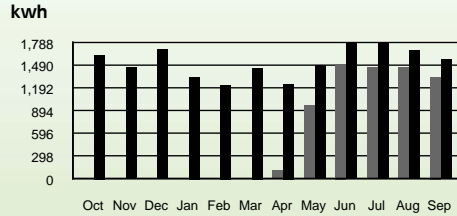
To be withdrawn on October 26, 2017

**HIGHLIGHTS OF THIS BILLING**

- Number of days in the period: XX  
 Total electricity you used: X.XX kWh  
 Your average daily electricity cost: \$X.XX
- If you are experiencing a power outage, please contact your Wires Owner, FortisAlberta at 310-WIRE (9473) or 1-855-333-WIRE (9473)



**YOUR ELECTRICITY USE AT A GLANCE**



■ 2015/2016 ■ 2016/2017

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Tear off here

Turn over for details of your bill

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## Authorized Payment Withdrawal

If you have questions regarding this withdrawal, please call the Account enquiries number prior to this date.

Your account number **12345678** Payment to be withdrawn on **October 26, 2017**  
**\$XX.XX**

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**\$ BANK WITHDRAWAL**

**JOHN DOE**  
**PO Box 123**  
**Albertaville AB X1X 1X1**

**EPCOR**  
**PO BOX 500**  
**EDMONTON AB T5J 3Y3**

**JOHN DOE**  
 Your account number **12345678**  
 For service at **PO Box 123**  
**Albertville**

**Details of your previous payments**

Amount of your last bill	\$XXX.XX
Payment by bank withdrawal on Sep 26	-XXX.XX
<b>Amount overdue from your last bill</b>	<b>\$X.XX</b>

Aug 1 - Aug 31	XXX.XX kWh (Rebill)	XX.XX
<b>Subtotal of Delivery Charges</b>		<b>\$XX.XX CR</b>
GST (reg. 845992171RT) at 5% on \$XX.XX		X.XX
<b>Your total electricity charges</b>		<b>\$XXX.XX</b>

**Details of your new charges**

**ELECTRICITY**

Site: 40123456798 - RESIDENTIAL RRO  
 Billing period: September 1 to October 1, 2017  
 Meter Readings by FortisAlberta

Meter: 1234506789

Reading on Sep 1 (Actual)	XXXXX.XX
Reading on Oct 1 (Adjusted)	XXXXX.XX
Amount of electric energy you used	XXX.XX kWh

**Electric Energy Charges**

Provided by EPCOR Energy Alberta General Partner Inc.  
 New charges based on XXX.XX kWh

Sep 1 - Sep 30	XX.XX kWh at XX.XXX¢ / kWh	\$X.XX
Oct 1 - Oct 1	XXX.XX kWh at X.XXX¢ / kWh	XX.XX
Administration Charge		X.XX
Sep 1 - Sep 30	-XX.XX kWh at X.XXX¢ / kWh	X.XX CR
Oct 1 - Oct 1	XX.XX kWh at X.XXX¢ / kWh	X.XX
<b>Subtotal of Electric Energy Charges</b>		<b>\$XX.XX</b>

**Delivery Charges**

Provided by FortisAlberta 310-9473

Consumption:	XXX.XX kWh
New Charges:	
Distribution Charge	XX.XX
Transmission Charge	X.XX
Balancing Pool Allocation Rider	X.XX CR
2017 Transmission Deferral Rider	X.XX
A1 Rider	X.XX
Local Access Fee	X.XX
Aug 1 - Aug 31	-XXX.XX kWh (Cancel) XX.XX CR

**TOTAL NEW CHARGES \$XX.XX**

**For your information**

- You can choose any retailer listed at [www.ucahelps.alberta.ca](http://www.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.
- EPCOR Energy Alberta GP Inc. is acting as the general partner of EPCOR Energy Alberta Limited Partnership, a limited partnership organized under the laws of Alberta.
- LATE PAYMENT CHARGE**  
We charge a one-time late payment charge of 2.5% on amounts outstanding after the due date shown.
- PLEASE ALLOW THREE TO FIVE BUSINESS DAYS NOTICE FOR CLOSING ACCOUNTS**  
The customer in account is responsible for all charges until service is formally disconnected.
- Current and historical regulated rates may be viewed at [www.epcor.com/customers](http://www.epcor.com/customers).
- EPCOR is committed to protecting your personal information. By establishing or maintaining an account, you consent to the collection, use and disclosure of personal information only for the purpose of providing ongoing utility service and support, unless you indicate otherwise to us in writing. Details of EPCOR's privacy policy are available online at [epcor.com](http://epcor.com), or in printed form by request.
- Please be advised your communication with EPCOR may be monitored for quality Customer Service.



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**Understanding your bill:**

- Electric Energy/Natural Gas Charges: The cost of electricity or natural gas consumed in a billing period and the retail costs for billing and customer services.
- Delivery Charges: Electricity or Natural Gas provider costs associated with delivering electricity and natural gas to customers. This includes meter reading and the costs of building, operating, and managing the local distribution system, the provincial transmission system, and the natural gas delivery system.
- Detailed line item information is available on [www.epcor.com](http://www.epcor.com) or call 310-4300 to talk to a customer service consultant.

BANK STAMP

**Bill payment options:**

- Make paying your bill even easier with Automatic Withdrawal via your bank account or credit card (visit [www.epcor.com](http://www.epcor.com) or call 310-4300 for details)
- Through your bank: in person, by telephone banking or online banking
- By mail to PO Box 500 Edmonton AB T5J3Y3

If your cheque is returned because of insufficient funds, we will add a service charge to your account