

Your utilities bill

Statement Date August 1, 2019

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

Automatic Withdrawal \$XX.XX

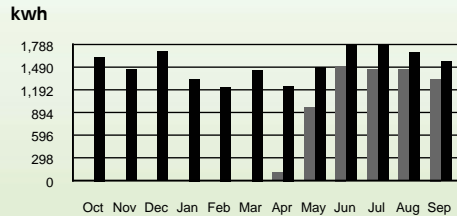
To be withdrawn on August 22, 2019

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



■ 2017/2018 ■ 2018/2019

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Tear off here

Turn over for details of your bill

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Automatic 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Your account number **12345678** Payment to be withdrawn on August 22, 2019
\$XX.XX

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\$ AUTOMATIC 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 automatic withdrawal on Jul 26	-XXX.XX
Amount overdue from your last bill	\$X.XX

Jun 1 - Jun 31	XXX.XX kWh (Rebill)	XX.XX
Subtotal of Delivery Charges		\$XX.XX CR

GST (reg. 845992171RT) at 5% on \$XX.XX	X.XX
Your total electricity charges	\$XXX.XX

\$ TOTAL NEW CHARGES \$XX.XX

Details of your new charges

ELECTRICITY

Site: 40123456798 - RESIDENTIAL RRO
 Billing period: July 1 to August 1, 2019
 Meter Readings by FortisAlberta

Meter: 1234506789	
Reading on Jul 1 (Actual)	XXXXX.XX
Reading on Aug 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

Jul 1 - Jul 30	XX.XX kWh at XX.XXX¢ / kWh	\$X.XX
Aug 1 - Aug 1	XXX.XX kWh at X.XXX¢ / kWh	XX.XX
Administration Charge		X.XX
Jul 1 - Jul 30	-XX.XX kWh at X.XXX¢ / kWh	X.XX CR
Aug 1 - Aug 1	XX.XX kWh at X.XXX¢ / kWh	X.XX
Subtotal of Electric Energy Charges		\$XX.XX

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
2019 Transmission Deferral Rider	X.XX
A1 Rider	X.XX
Local Access Fee	X.XX
Jun 1 - Jun 31	-XXX.XX kWh (Cancel) XX.XX CR

For your information

- Customers are free to purchase natural gas services or electricity services from a retailer of their choice. For a list of retailers, visit ucahelps.alberta.ca or call 310-4822 (toll free in Alberta).
- 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.
- 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, 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 Charges: The cost of electric energy consumed in a billing period and the retail costs for billing and customer services
- Delivery Charges: Wires Owner costs of delivering electricity to customers. This includes meter reading and the costs of building, operating and maintaining the local distribution system and the provincial transmission system.
- Detailed line item information is available on epcor.com or call us to talk to a customer service consultant.

Bill payment options:

- Visit epcor.com/MyAccount to set up Automatic Withdrawals via your bank account or credit card
- Through your bank: in person, by telephone banking or online banking
- Make a one-time credit card payment online by visiting epcor.com/MyAccount or by calling 310-4300
- By mail to PO Box 500 Edmonton AB T5J 3Y3

Please allow three business days for your payment to be posted to your account.
 If your payment is returned because of insufficient funds, a service charge will be added to your account.

BANK STAMP