

# Your utilities bill

Statement Date August 1, 2019

**JOHN DOE**

Your account number 12345678  
 For service at 12345 67 Ave  
 Edmonton AB

**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

**Utility Repair / Emergency Calls Only**

Power, Water & Drainage **780-412-4500**  
 Natural Gas **1-800-511-3447**



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

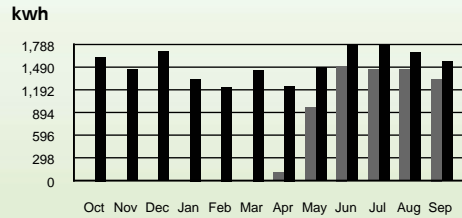
Amount of your last bill	\$XXX.XX
Payments we processed Thank you -	XXX.XX
New charges	XX.XX
Electric energy	XX.XX
GST	XX.XX
Water/wastewater	XX.XX
Drainage services	XX.XX
Waste services	XX.XX

**Automatic Withdrawal** **\$XX.XX**

To be withdrawn on August 22, 2019



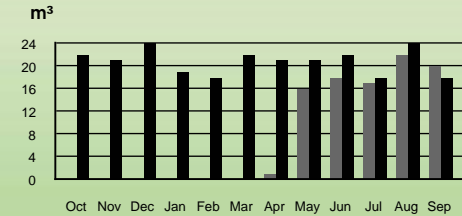
### YOUR ELECTRICITY USE AT A GLANCE



■ 2017/2018 ■ 2018/2019



### YOUR WATER 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Your account number **12345678**      Payment to be withdrawn on August 22, 2019  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**  
 12345 67 Ave  
 EDMONTON AB 1X1 1X1

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

**JOHN DOE**  
 Your account number **12345678**  
 For service at **12345 67 Ave**  
**EDMONTON AB**

**Details of your previous payments**

Amount of your last bill	\$XXX.XX
Payment by automatic withdrawal on Jul 22	-XXX.XX
<b>Amount overdue from your last bill</b>	<b>\$X.XX</b>

**Details of your new charges**

**ELECTRICITY**

Site: 30123456789 - RESIDENTIAL RRO  
 Billing period: July 1 to August 1, 2019  
 Meter Readings by EPCOR Dist. & Trans.

Meter: 1234506789	
Reading on Aug 1 (Actual)	XXXXX.XX
Reading on Jul 1 (Adjusted)	XXXXX.XX
Amount of electric energy you used	XXX.XX kWh

**Electric Energy Charges**

Provided by EPCOR Energy Alberta GP Inc. 310-4300  
 New charges based on XXX.XX kWh

Aug 1 - Aug 1	XX.XX kWh at XX.XXX¢ / kWh	\$X.XX
Jul 1 - Jul 30	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
Jul 1 - Jul 30	XX.XX kWh at X.XXX¢ / kWh	X.XX
Jun 1 - Jun 31	-XX.XX kWh at XX.XXX¢ / kWh	XXX.XX CR
Jun 1 - Jun 31	XX.XX kWh at XX.XXX¢ / kWh	XX.XX
<b>Subtotal of Electric Energy Charges</b>		<b>\$XX.XX</b>

**Delivery Charges**

Provided by EPCOR Dist. & Trans. 1-780-412-4500

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
Local Access Fee	X.XX
Jun 1-Jul 1	-XXX.XX kWh (Cancel) style="text-align: right;">XX.XX CR
Jun 1-Jul 1	XXX.XX kWh (Rebill) style="text-align: right;">XX.XX
<b>Subtotal of Delivery Charges</b>	<b>\$XX.XX CR</b>

GST (reg. 837273630RT) at 5% on \$XX.XX style="text-align: right;">X.XX  
**Your total electricity charges \$XXX.XX**

**WATER AND WASTEWATER TREATMENT**

Provided by EPCOR Water Services Inc.

Meter: 789101	
Reading on 1-Aug-19 (actual)	XXXX.XX
Reading on 1-Jul-19 (actual)	- XXXX.XX
Amount of water you used, in cubic metres	XX.XX

**Water Charges**

Basic monthly water service charge	\$XX.XX
Cost of water you used	
XX.XX m <sup>3</sup> at XXX.XX¢ per m <sup>3</sup>	XX.XX
XX.XX m <sup>3</sup> at XXX.XX¢ per m <sup>3</sup>	XX.XX
XX.XX m <sup>3</sup> at XXX.XX¢ per m <sup>3</sup>	XX.XX
XX.XX m <sup>3</sup> at XXX.XX¢ per m <sup>3</sup>	XX.XX
XX.XX m <sup>3</sup> at XXX.XX¢ per m <sup>3</sup>	XX.XX
XX.XX m <sup>3</sup> at XXX.XX¢ per m <sup>3</sup>	XX.XX
<b>Subtotal of water charges</b>	<b>\$XX.XX</b>

**Wastewater Treatment Charges**

Basic monthly wastewater treatment service charge	\$X.XX
Wastewater treatment charges, based on total water used of XX.X m <sup>3</sup>	
XX.XX m <sup>3</sup> at XX.XX¢ per m <sup>3</sup>	XX.XX
XX.XX m <sup>3</sup> at XX.XX¢ per m <sup>3</sup>	XX.XX
XX.XX m <sup>3</sup> at XX.XX¢ per m <sup>3</sup>	XX.XX
<b>Subtotal of wastewater charges</b>	<b>\$XX.XX</b>

**Your total water/wastewater charges \$XX.XX**

**DRAINAGE**

Provided by EPCOR Drainage Services

Basic monthly service charge	\$X.XX
Sanitary charges, based on total water used of XX.X m <sup>3</sup>	
X.XX m <sup>3</sup> at XX.XX¢ per m <sup>3</sup>	XX.XX
X.XX m <sup>3</sup> at XX.XX¢ per m <sup>3</sup>	XX.XX
X.XX m <sup>3</sup> at XX.XX¢ per m <sup>3</sup>	XX.XX
Stormwater (area x development intensity x runoff coefficient x rate)	
XXX.XXX m <sup>2</sup> x 1.00 x 0.50 at X.XXX¢ per m <sup>2</sup>	X.XX
<b>Your total drainage charges</b>	<b>\$XX.XX</b>



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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](http://epcor.com) or call us to talk to a customer service consultant.

**Bill payment options:**

- Visit [epcor.com/MyAccount](http://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](http://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

**Your utilities bill**  
**Statement Date August 1, 2019**

**JOHN DOE**

Your account number **12345678**  
For service at **12345 67 Ave**  
**EDMONTON AB**



**WASTE SERVICES**

Provided by Waste Management Services



Monthly waste services fee SF Jul 1 - Aug 1	\$XX.XX
<b>Your total waste services charges</b>	<b>\$XX.XX</b>



**TOTAL NEW CHARGES**

**\$XX.XX**

**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](http://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](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.