

# Equalized Payment Plan (EPP)

EPCOR's Equal Payment Plan (EPP) is a budget option for residential accounts where annual utility costs will be averaged into equal monthly payment amounts with a settle up bill produced on the 12th month.

## HOW AN EQUALIZED PAYMENT PLAN WORKS

**Payment:** You pay the same amount each month for 11 months, except for any one-time charges that may occur. This amount is based on the average usage and does not change unless there is a significant change in your actual billed charges.

**Settle Up:** In the 12th month, your account is "settled up." This means that EPCOR compares the total amount you've paid through the EPP with the actual charges for the year. If you've overpaid, you'll receive a credit, and if you've underpaid, you'll need to pay the difference.

**Changes and Eligibility:** EPP requires that your EPCOR account have no outstanding debts or deposits, and a full year (12 consecutive months) of billing for each service. This ensures that we have an accurate assessment of your consumption. If there are significant changes in your actual billed charges, your EPP amount may be adjusted up or down. If you add services, you will no longer be eligible for EPP, until all services have billed for 12 consecutive months.

**Cancellation:** If you wish to cancel your EPP enrollment, you can call or email EPCOR at any time. Until the cancellation goes into effect, please continue to pay the actual balance shown on your bills.

**Display on Bill:** Please continue to pay your actual balance shown on your bills until the plan goes into effect. Once set up, your bill will display your actual balance owing, as well as your EPP amount. You will only need to pay the EPP amount indicated.

## HOW DO I APPLY?

### Sign Up Via Phone

Call our EPCOR Service Consultants at 310-4300

### Sign Up By Mail or Email

Complete and sign the Equal Payment Plan (EPP) Application form. Email or Mail the application to the locations indicated below.

## WHO CAN I CONTACT FOR MORE INFORMATION?

### CONTACT EPCOR

**Mail to:** EPCOR Customer Service  
2000 - 10423 101 ST NW  
Edmonton AB T5H 0E8

**Online:** [epcor.com](http://epcor.com)  
**By phone:** Service Consultants  
at 310-4300 (no area code required)  
**By email:** [payments@epcor.com](mailto:payments@epcor.com)

# EPCOR AUTOMATIC WITHDRAWAL APPLICATION FORM

EPCOR Account Name:

EPCOR Account Number:

EPCOR Service Address:

Phone (home):

Phone (work):

Email Address:

Mailing Address:

*(if different from  
service address)*

Contact Person:

*(If different from  
account holder)*

Phone:

## EQUAL PAYMENT PLAN (EPP)

Yes, please start the above EPCOR account on the Equalized Payment Plan, where annual utility costs will be averaged into equal monthly payment amounts with a settle up bill produced on the 12th month. I understand that if there is a significant difference in my utility consumption patterns due to usage or a rate change during the year, the equal payment amount may be adjusted and I will be notified by a message on our utility bill. I acknowledge that once per year my account will be 'settled up' to reduce the balance owing to zero.

I acknowledge that I have read and understood all of the Equalized Payment Plan Terms and Conditions outlined in this application. I consent to EPCOR collecting, using and disclosing this information for the purpose of establishing a budget plan, which will be applied to my EPCOR account noted on the application.

Authorized Signature(s):

Date:

Date:

*\* Wherever I/my/me is used it is inferred we/our/us if there is more than one signature.*



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