

Before you get started

If you currently have a contract with another retailer for the site(s) you are interested in signing up:

- Your existing Energy Plan takes precedence over any other Energy Plan signed after and may have termination fees for cancelling.
- If this is the case for you, please consider Encor in the future.

If the electricity/natural gas is currently off at the location(s) you wish to enroll:

- Please be aware that a [one-time charge](#) may be applied to have your electricity/natural gas turned on.
- If the power and/or gas are not on before your requested Energy Plan Start Date, please call us at 310-4300 so we can request to have it turned on for you.
- If a meter installation is required at your location(s), please ensure that all applicable work has been completed and relevant permits have been issued prior to submitting your request.
- We suggest that you turn off all non-essential appliances (eg. Appliances other than the fridge, stove, freezer, and furnace).

Deposit Information:

If required, a deposit will appear on your first bill 4 to 5 weeks after the service start date.

When you open a new account, a deposit may be required depending on the results of our credit check. If required, the deposit will be added to your first bill and charged for each service type you request. These deposit amounts will be refunded back to your bill if all required payments have been made for one year from the date you choose "Accept" below.

Credit Check:

There will be no follow up by EPCOR to provide credit check results. We are not permitted by the credit agency to release that information.

A credit check is mandatory and must be performed before we provide services and arrange for supply of energy. By submitting this form, you agree to provide us with, and authorize us to receive from third parties (including EPCOR Utilities Inc. or any of its direct or indirect subsidiaries), financial and credit information we request. We will use this information to evaluate your eligibility, and as a result of that evaluation we may require a deposit or we may terminate the Agreement prior to providing services or arranging for the supply of energy.

We will notify you if we terminate the Agreement. You must meet our credit requirements at all times while the Agreement is in effect. If you do not, we may terminate the Agreement in accordance with its terms.

Privacy policy - Consent statement:

I/we acknowledge and consent to EPCOR collecting, using and disclosing this information, where required, to establish my account and to provide ongoing service and support including sharing this information with your Distribution System Operator. Visit our Privacy section for more information about EPCOR's Privacy Policy. If you do not agree with the consent statement above, EPCOR will be unable to process this form online. Please contact our Customer Support Centre for assistance with your request.