

Before you get started

If the electricity 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 turned on.
- If the power is not on before your requested 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 assessed up to 30% of the annual total charge payable per service as reasonably estimated and will be charged on your first EPCOR bill for each service.

EPCOR reserves the right to examine the deposit after three months for reassessment based on actual usage. The deposit is refunded to you after 12 months of consecutive payments, which start after EPCOR receives your deposit payment. If you are a new or returning customer, you will have the option of completing a credit check to determine whether this deposit is required. If you are adding any additional services and are currently in billing with EPCOR, any deposit requirements will be based on your payment history.

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.