

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 780 412-4500
 Water 780 412-6800
 Drainage 311
 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 |
| Natural Gas | 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To be withdrawn on August 22, 2019

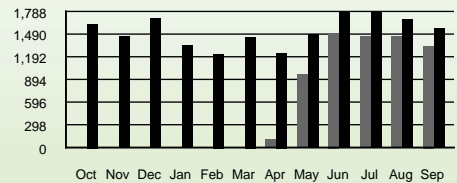
HIGHLIGHTS OF THIS BILLING

- Number of days in the period: XX
 Total electricity you used: X.XX kWh
 Your average daily electricity cost: \$X.XX



YOUR ELECTRICITY USE AT A GLANCE

kwh

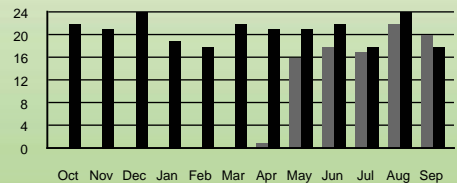


■ 2017/2018 ■ 2018/2019



YOUR WATER USE AT A GLANCE

m³



■ 2017/2018 ■ 2018/2019

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Tear off here

Turn over for details of your bill

000000012345678000003609000000360900000000012345678028

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Your account number **12345678** Payment to be withdrawn on August 22, 2019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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CP 0 13388 20080507

\$ 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 |
| Amount overdue from your last bill | \$X.XX |

 **NATURAL GAS**



Site: 1012345678- GUARANTEED RATE GAS (5YR)
 Billing period: Jun 17 to Jul 20, 2019
 Meter reading by ATCO North

Meter: T00123-Z46789

| | |
|-------------------------------|----------|
| Reading on Jul 20 (Estimated) | XXX.XX |
| Reading on Jun 16 (Actual) | XXX.XX |
| Units of natural gas you used | X.XX |
| GJ multiplier | X.XXXXXX |
| Natural gas used for meter | X.XX GJ |

Details of your new charges

 **ELECTRICITY**



Site: 30123456789 - GUARANTEED RATE POWER (5YR)
 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 Encor by EPCOR 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 |
| Subtotal of Electric Energy Charges | | \$XX.XX |

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) | XX.XX CR |
| Jun 1-Jul 1 | 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**

Natural Gas Charges

Provided by Encor by EPCOR 310-4300

New charges based on X.XX GJ:

| | | |
|--|-----------------------|----------------|
| Jun 17 - Jul 20 | X.XX GJ at \$X.XX /GJ | \$XX.XX |
| Administration Charge | | X.XX |
| Subtotal of Natural Gas Charges | | \$XX.XX |

Delivery Charges

Provided by ATCO North 310-5678

Consumption: X.XX GJ

New charges:

| | |
|-------------------------------------|----------------|
| UFG and Other Riders | X.XX |
| Delivery Charge | X.XX |
| Municipal Franchise Fee | X.XX |
| Transmission Service Charge Rider | X.XX |
| Subtotal of Delivery Charges | \$XX.XX |

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



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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.

BANK STAMP

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.

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



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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 ³ at XXX.XX¢ per m ³ | XX.XX |
| XX.XX m ³ at XXX.XX¢ per m ³ | XX.XX |
| XX.XX m ³ at XXX.XX¢ per m ³ | XX.XX |
| XX.XX m ³ at XXX.XX¢ per m ³ | XX.XX |
| XX.XX m ³ at XXX.XX¢ per m ³ | XX.XX |
| XX.XX m ³ at XXX.XX¢ per m ³ | XX.XX |
| Subtotal of water charges | \$XX.XX |

Wastewater Treatment Charges

| | |
|--|----------------|
| Basic monthly wastewater treatment service charge | \$X.XX |
| Wastewater treatment charges, based on total water used of XX.X m ³ | |
| XX.XX m ³ at XX.XX¢ per m ³ | XX.XX |
| XX.XX m ³ at XX.XX¢ per m ³ | XX.XX |
| XX.XX m ³ at XX.XX¢ per m ³ | XX.XX |
| Subtotal of wastewater charges | \$XX.XX |

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 ³ | |
| X.XX m ³ at XX.XX¢ per m ³ | XX.XX |
| X.XX m ³ at XX.XX¢ per m ³ | XX.XX |
| X.XX m ³ at XX.XX¢ per m ³ | XX.XX |
| Stormwater (area x development intensity x runoff coefficient x rate) | |
| XXX.XXX m ² x 1.00 x 0.50 at X.XXXX¢ per m ² | X.XX |
| Your total drainage charges | \$XX.XX |

WASTE SERVICES
 Provided by Waste Management Services



| | |
|--|----------------|
| Monthly waste services fee SF Jul 1 - Aug 1 | \$XX.XX |
| Your total waste services charges | \$XX.XX |

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 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.