

# Your utilities bill

Statement Date October 5, 2017

**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To be withdrawn on October 26, 2017

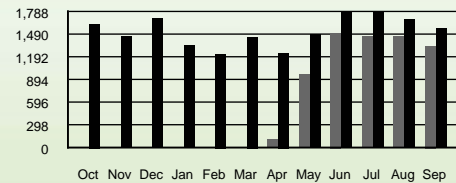
**HIGHLIGHTS OF THIS BILLING**

- Number of days in the period: XX  
 Total electricity you used: X.XX kWh  
 Your average daily electricity cost: \$X.XX
- As of January 1, 2017, your monthly natural gas bill includes the carbon levy. The levy is calculated on all fuels that emit greenhouse gases when combusted, including natural gas. For more information on the carbon levy and details on exemptions and rebate eligibility, please visit [climate.alberta.ca](http://climate.alberta.ca) or call 310-0000.



**YOUR ELECTRICITY USE AT A GLANCE**

kwh

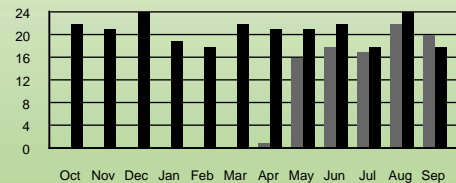


■ 2015/2016 ■ 2016/2017



**YOUR WATER USE AT A GLANCE**

m<sup>3</sup>



■ 2015/2016 ■ 2016/2017



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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Your account number **12345678**      Payment to be withdrawn on **October 26, 2017**  
**\$XX.XX**

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CP 0 13388 20080507



**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 bank withdrawal on Sep 22	-XXX.XX
<b>Amount overdue from your last bill</b>	<b>\$X.XX</b>

**Details of your new charges**



**ELECTRICITY**



Site: 30123456789 - GUARANTEED RATE POWER (5YR)  
 Billing period: September 1 to October 1, 2017  
 Meter Readings by EPCOR Dist. & Trans.

Meter: 1234506789

Reading on Oct 1 (Actual)	XXXXX.XX	
Reading on Sep 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

Oct 1 - Oct 1	XX.XX kWh at XX.XXX¢ / kWh	\$X.XX
Sep 1 - Sep 30	XXX.XX kWh at X.XXX¢ / kWh	XX.XX
Administration Charge		X.XX
Sep 1 - Sep 30	-XX.XX kWh at X.XXX¢ / kWh	X.XX CR
Sep 1 - Sep 30	XX.XX kWh at X.XXX¢ / kWh	X.XX
Aug 1 - Aug 31	-XX.XX kWh at XX.XXX¢ / kWh	XXX.XX CR
Aug 1 - Aug 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
2017 Transmission Deferral Rider	X.XX
Local Access Fee	X.XX
Aug 1-Sep 1	-XXX.XX kWh (Cancel) XX.XX CR
Aug 1-Sep 1	XXX.XX kWh (Rebill) XX.XX
<b>Subtotal of Delivery Charges</b>	<b>\$XX.XX CR</b>

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



**NATURAL GAS**



Site: 1012345678- GUARANTEED RATE GAS (5YR)  
 Billing period: Aug 17 to Sep 20, 2017  
 Meter reading by ATCO North

Meter: T00123-Z46789

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

**Natural Gas Charges**

Provided by Encor by EPCOR 310-4300

New charges based on X.XX GJ:

Aug 17 - Sep 20	X.XX GJ at \$X.XX /GJ	\$XX.XX
Administration Charge		X.XX
<b>Subtotal of Natural Gas Charges</b>		<b>\$XX.XX</b>

**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
Carbon Levy	X.XX
<b>Subtotal of Delivery Charges</b>	<b>\$XX.XX</b>

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/Natural Gas Charges: The cost of electricity or natural gas consumed in a billing period and the retail costs for billing and customer services.
- Delivery Charges: Electricity or Natural Gas provider costs associated with delivering electricity and natural gas to customers. This includes meter reading and the costs of building, operating, and managing the local distribution system, the provincial transmission system, and the natural gas delivery system.
- Detailed line item information is available on www.epcor.com or call 310-4300 to talk to a customer service consultant.

BANK STAMP

**Bill payment options:**

- Make paying your bill even easier with Automatic Withdrawal via your bank account or credit card (visit www.epcor.com or call 310-4300 for details)
- Through your bank: in person, by telephone banking or online banking
- By mail to PO Box 500 Edmonton AB T5J3Y3

If your cheque is returned because of insufficient funds, we will add a service charge to your account

**Your utilities bill**  
**Statement Date October 5, 2017**

**JOHN DOE**

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-Oct-17 (actual)	XXXX.XX
Reading on 1-Sep-17 (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.XXXX¢ per m <sup>2</sup>	X.XX

**Your total drainage charges \$XX.XX**

**WASTE SERVICES**

Provided by Waste Management Services



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

**\$ TOTAL NEW CHARGES \$XX.XX**

**For your information**

- The Local Access Fee (LAF) is a surcharge imposed by the City of Edmonton and is not approved by the Alberta Utilities Commission (AUC). The fee is your electricity consumption multiplied by 0.760 cents/kWh.
- You can choose any retailer listed at [www.ucahelps.alberta.ca](http://www.ucahelps.alberta.ca) or at 310-4822. The electricity or gas that is delivered to your home, business or other location is not affected by your choice of retailer.
- 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.