

# EPCOR COMMERCIAL CUSTOMER APPLICATION

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## Commercial Customer Application Guide

- 1) EPCOR Distribution Permit or FortisAlberta Open Item Numbers (for new meter applications only)
  - a) The Builder applies for permits by contacting the appropriate inspection authority OR
  - b) The Contractor applies for permits. In this case the contractor ensures that the **Builder Name, Contact Phone Number, and Contact Fax Number** is included on the application form
  - c) Please be aware that service orders can only be completed once electrical inspections have been approved. If electrical inspections have not been approved, EPCOR may return the application and request you apply again once the appropriate inspections have been completed and approved.

### Within the City of Edmonton

The Inspections Group Inc  
Phone: (780) 454-5048 (toll fee: 1-866-554-5048)

### Outside Edmonton

Please contact your municipality

- 2) SECTION A – Service Location Information
  - a) The **Service Address** and/or **Legal Land Description** should match those indicated on your permit application. Your inspection authority forwards this information to your Distribution System Operator.
  - b) If you have a Site Identification Number (**Site ID #**) for an existing location please include it on the application. For services outside the City of Edmonton please contact FortisAlberta Inc. for Site ID #.
  - c) Please indicate what date services should be started.
  - d) Please complete the **Services Required** field. Please note that Water is applicable to only the City of Edmonton.
  - e) If special instructions are required for entry to the site in the application, please fill out the **Entry Instructions** field.
  - f) Please indicate if the services are moving from one location to another. If yes, please provide the previous address for **Service Disconnect Address & Entry Instructions** if required.
- 3) SECTION B – New Meter Install
  - a) Please include your **EDTI Permit #** or **FortisAlberta Open Item #** - these numbers are required for us to process your request.
  - b) Please indicate how you would like the services to be billed – on a **New Account** or an **Existing Account**. If it is an existing account please provide an account number.
- 4) SECTION C – Meter Information
  - a) Please include your **Meter #** if known.
  - b) Please indicate whether the power is on or off at the location.
  - c) If power is off please indicate if you would like an overtime energize and that you are willing to pay the additional fees.
- 5) SECTION D – Organization Information

Please indicate how your business is organized. Choose and complete **one** section only.

  - a) A **Limited Company/Limited Partnership** is registered with Alberta Corporate Registries. Please include your 9 digit **Corporate Access Number**.
  - b) **Proprietorship**: If you are the owner of the business, and none of the other options apply.
  - c) **Organizations/Society**: Please be sure to include your **Registration Number**.
- 6) SECTION E – Customer Agreement
  - a) An authorized signature is required to agree to applicable terms and conditions
- 7) Inquiries
  - a) If you have any further questions or concerns regarding the completion of this application form or about the availability of overtime requests, please contact EPCOR Customer Services 310-DOCS (3627) (No area code req.)
  - b) If you have any further questions or concerns regarding the application or the approval of inspections, please contact your inspection authority.



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## SECTION A – SERVICE LOCATION INFORMATION

Service Address: \_\_\_\_\_ City/Town: \_\_\_\_\_

AND/OR

Legal Land Description: \_\_\_\_\_  
Quarter/LSD Block Section Plan TWP Range Meridian Lot

Power Site ID # (if known): \_\_\_\_\_ What date should services be started: \_\_\_\_\_  
mm/dd/yy

Services Required:

- Electricity
- Water (City Of Edmonton)
- Water Fire Line Service (City Of Edmonton)

Service Disconnect Address & Entry Instructions:

Move  Yes  No

How would you like this service to be billed?

- New Account
- Existing Account (please provide account number of your existing account)

For this service, please indicate if you are the:  Owner  Renter

Would you like us to set up an online profile on your behalf to help you manage your account(s)? Yes  No

If yes, please provide an email address where confirmation of registration can be sent: \_\_\_\_\_

**By agreeing to have EPCOR create your online profile you are also agreeing to comply with our Online Account Management Usage Agreement.**

**SECTION B – NEW METER INSTALL – Is a new meter required at your site? If yes please fill out this section and skip section C. If no please go to section C.**

EDTI Electrical Permit # \_\_\_\_\_  
Date your inspection passed: \_\_\_\_\_

OR

Fortis Open Item #: \_\_\_\_\_

Please Note:

EPCOR requires 2 to 15 full business days to complete service orders depending on the location and type of service.

## SECTION C – METER INFORMATION

Meter # (if known): \_\_\_\_\_

Is the power on:  Yes  No

Please indicate if overtime energize is required and you agree to pay any additional fees for this service:

Yes  No

Please Note:

EPCOR requires 2 to 15 full business days to complete service orders depending on the location and type of service.

Questions? EPCOR Customer Services is here to help! Tel: 310-4300 (No area code req.) or Email: [CustServ@epcor.com](mailto:CustServ@epcor.com) [www.epcor.com](http://www.epcor.com)



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## SECTION D – ORGANIZATION INFORMATION

Organized As: (please select one)

Limited Company/Limited Partnership

Limited Company/Limited Partnership  
Name: \_\_\_\_\_

Operating As (if applicable): \_\_\_\_\_

Corporate Access # (received when you  
registered your name with Corp.  
Registries): \_\_\_\_\_

Please list anyone in your company who should have access to information about this account

Business  
Contact (print): \_\_\_\_\_ Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

Business  
Contact (print): \_\_\_\_\_ Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

Site Contact  
(if different from  
above): \_\_\_\_\_ Phone #: \_\_\_\_\_

Mailing Address  
for the bills: \_\_\_\_\_ Postal  
Code: \_\_\_\_\_

Proprietorship

Owners Name(s): \_\_\_\_\_ Phone #: \_\_\_\_\_

Owners Name(s): \_\_\_\_\_ Phone #: \_\_\_\_\_

Operating As (if  
applicable): \_\_\_\_\_

Mailing Address  
for the bills: \_\_\_\_\_ Postal  
Code: \_\_\_\_\_

Personal Identification – Two of the following pieces of identification are requested.

DOB: \_\_\_\_\_ Canada/USA  
Drivers License: \_\_\_\_\_ Provincial  
Picture ID: \_\_\_\_\_

Treaty Card: \_\_\_\_\_



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## Organization/Society

Registered  
Organization or  
Society Name: \_\_\_\_\_

Registration  
Number: \_\_\_\_\_

Business Contact  
(print): \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

Business Contact  
(print): \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

Mailing Address  
for the bills: \_\_\_\_\_

Postal Code: \_\_\_\_\_

## SECTION E – CUSTOMER AGREEMENT

EPCOR agrees to supply these utilities under the terms of relevant legislation and the by-laws governing the supply of utilities and under the following conditions to which the party named above agrees:

- a) To pay the full balance of the utility account monthly at the prevailing rates, including but no limited to any Demand and/or Capacity related<sup>1</sup> changes
- b) To pay the service charges of this request for services.
- c) To use electric energy and/or water supplied
- d) To provide a deposit or deposits as requested by EPCOR
- e) To provide consent for a credit check

<sup>1</sup> Demand and/or capacity charges are as defined by the Wires company tariff or rate schedule. For more rate information for EPCOR Distribution & Transmission territory, please refer to [www.epcor.com](http://www.epcor.com). For FortisAlberta territory, please refer to [www.fortisalberta.com](http://www.fortisalberta.com) or 310-WIRE (9473)

### Customer Acceptance:

I/we acknowledge and consent to EPCOR collecting, using and disclosing this information, when required, to establish my account and to provide ongoing service and support. This information is protected under the Personal Information Act. For further information on EPCOR's Privacy Policy please visit [www.epcor.com](http://www.epcor.com)

**Please Note: In the case of an Incorporated Company, one of the Directors or responsible Officers must sign. In the case of an Unincorporated Business, the Proprietor or one of the Partners must sign.**

Name  
(print): \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Comments: \_\_\_\_\_

***This service application may be rejected if not fully completed. Should any of the above information be incorrect or the conditions of service unacceptable please advise this office in writing no later than one week from the date of application. Please contact our Customer Service Consultants at 310-4300 or 1-800-667-2345 should you have additional questions or concerns. We look forward to meeting your utility service needs.***

*Electricity products and services are competitive. You are free to choose a retailer. Regulated wires services are not dependent upon the retailer you choose. You can find a listing of the licensed Alberta retailers at [www.ucahelps.gov.ab.ca](http://www.ucahelps.gov.ab.ca) or call 310-4822 (toll free in Alberta)*

Questions? EPCOR Customer Services is here to help! Tel: 310-4300 (No area code req.) or Email: [CustServ@epcor.com](mailto:CustServ@epcor.com) [www.epcor.com](http://www.epcor.com)