



ELECTRICITY AND NATURAL GAS PRODUCTS AND SERVICES ARE COMPETING
CODE OF CONDUCT REGULATION

Customers are free to purchase natural gas services or electricity services from a retailer of their choice. The Code of Conduct Regulation compares aspects of Alberta's retail electricity and natural gas market and is intended to create a level playing field for retailers, while at the same time ensuring that customers and customer information are adequately protected.

Any person that feels that an EPCOR company has failed to conduct its business in accordance with the Code of Conduct Regulation may submit a complaint to the Alberta Utilities Commission at info@auc.ab.ca or by phoning 310-4AUC, or to the Market Surveillance Administrator at compliance@albertamsa.ca or by phoning 1-403-705-3181.

The Alberta Utilities Commission and the Market Surveillance Administrator are independent of EPCOR Energy Alberta GP Inc. and Epcor. Any billing complaints should be submitted by phoning 310-4300 or by email to custserv@epcor.com



<p>Water and Sewer Charges</p> <p>Payments We Processed Thank you -1,063.97 \$ CR</p> <p>Your total adjustments 101 CR</p> <p>Amount Outstanding 286.88 \$ CR</p> <p>WATER SERVICES (Actual) 1024.88</p> <p>Reading on Sep 30 (Actual) 10946</p> <p>Monthly Waste Services Fee (Actual) 4009.00</p> <p>From your information 358.00 \$ CR</p> <p>PLEASE ALLOW THREE TO FIVE BUSINESS DAYS NOTICE FOR ELECTRIC SERVICE CHANGES</p> <p>Monthly Waste Services Fee 358.00 \$ CR</p> <p>Electric Energy Charges 1,900.88</p> <p>Reading on Sep 16 (Actual) 256.00 kWh</p> <p>Need to change your retailer? Call 310-4300</p> <p>New charges for all charges until the service is transferred to your new retailer.</p> <p>GST (reg. 845992171RT) at 5% on \$1,644.88 82.24</p> <p>TOTAL ELECTRICITY CHARGES FOR YOUR ACCOUNT 1,983.12</p> <p>Monthly Utility Customer Service Charge 775.00</p> <p>Subtotal of Electric Energy Charges 2,758.12</p> <p>Change your retailer? Call 310-4300</p> <p>Delivery and Distribution Services 144.96</p> <p>Reading on Sep 16 (Actual) 1,790.412 kWh</p> <p>Total payment now due 2,903.08 \$</p> <p>New charges for all charges until the service is transferred to your new retailer.</p> <p>Payment due after November 16, 2022 \$263.29</p> <p>Distribution Charge 28.63</p> <p>EPCOR is committed to protecting your personal information. For information on maintaining an account, you consent to the collection, use and disclosure of your personal information for the purposes of providing utility services and support, unless you indicate otherwise to us in writing. Details available online at epccor.com or by calling 310-4300.</p> <p>Balance Pool Allocation Rider 0.04</p> <p>Transmission Deferral Rider K Oct 2022 kWh 1.87</p> <p>Local Access Fee Edmonton 3.50</p> <p>GOA Utility Commodity Rebate 50.00 CR</p> <p>Subtotal of Delivery Charges 100.03 CR</p> <p>GST (reg. 845992171RT) at 5% on \$918.69 45.93</p> <p>Your total electricity charges 46.83</p>	<p>Subtotal of Natural Gas Charges 12.32</p> <p>Delivery Charges</p> <p>Provided by ATCO North 310-5678</p> <p>Consumption: 1.01 GJ</p> <p>New charges: Aug Sep Oct</p> <p>Delivery Charge 31.93</p> <p>Transmission Service Charge Rider 2022 1.09</p> <p>Load Banking Deferral Account Rider 0.05</p> <p>Franchise Fee Edmonton 11.58</p> <p>Property Tax 1.39</p> <p>UFG and Other Riders 0.06</p> <p>Federal Carbon Tax 2.66</p> <p>Subtotal of Delivery Charges 48.76</p> <p>GST (reg. 845992171RT) at 5% on \$61.08 3.05</p> <p>Your total natural gas charges 64.13</p> <p>WATER</p> <p>Provided by EPCOR Water Services Inc.</p> <p>Meter: 66131569</p> <p>Reading on 19-Oct-22 (actual) 38.200</p> <p>Reading on 19-Sep-22 (actual) 20.800</p> <p>Amount of water you used, in cubic metres 4.900</p> <p>Basic monthly water service charge for details of your bill 4.46</p> <p>Fire Protection 2.59</p> <p>Cost of water you used 4.90 m³ at 204.87¢ per m³ 10.04</p> <p>Your total water charges 26.09</p>
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Payment return slip Encor

Site: 0001029959938 - GUARANTEED RATE GAS (5YR)

Billing period: Sep 17 to Oct 15, 2022

Please complete and return this slip with your payment. Make your cheque or money order payable to EPCOR. For other payment options, please turn over to EPCOR.

Your total payment due 344,701.33 \$

Reading on Sep 16 (Actual) 79.00

Units of natural gas you used 0.99

Bill payment options:

- Call 310-4300
- Online MyAccount to set up Automatic Withdrawal from 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 epccor.com/MyAccount or by calling 310-4300

HO, TRADING, RENT PERKS

2206-90 STADIUM RD

2206-90 STADIUM RD

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.

DRAINAGE AND WASTE TREATMENT

Provided by EPCOR Water Services Inc.

W 1 000001 20221026

Drainage 10.05

Basic monthly sanitary service charge 10.05

Reading on Sep 16 (Actual) 4.90 m³

Stormwater charge 0.12

Payment Enclosed

EPCOR
 PO BOX 500
 EDMONTON AB T5J 3Y3