

Account Information	
Account Number: 770000000000	Statement Date: Jul 28 2014
Customer: JOHN SMITH 123 MAIN ST GRANDE PRAIRIE AB T8W 2G7	Amount Now Due: 179.08 Late Payment Penalty Date: Aug 15 2014

Account Summary	
Previous Balance	203.83
Jul 11 Payment Thank You	203.83 CR
Balance Forward	0.00
CURRENT ELECTRICITY CHARGES	179.08
<b>AMOUNT DUE</b>	<b>179.08</b>
TOTAL GST AMOUNT \$8.52 (GST#888630035)	



## NOTICE BOARD

From time to time, Direct Energy Regulated Services conducts customer satisfaction and regulatory surveys. If you do not wish to be contacted, please contact our customer care center at 1-866-420-3174.

770000000000 20140728 000017908

 LOCATION 123 MAIN ST  
 GRANDE PRAIRIE AB T8W 2G7

 JOHN SMITH  
 123 MAIN ST  
 GRANDE PRAIRIE AB T8W 2G7

**AMOUNT NOW DUE** 179.08
LATE PAYMENT PENALTY DATE Aug 15 2014

AMOUNT PAID

## STATEMENT DEFINITONS

**Administration Fee (Fixed/Variable)** - This fee covers the costs related to billing you for electricity and providing customer service.

**Cost of Electricity** - This charge covers the cost of buying the electricity that you used during the billing period. The rate will be adjusted on a monthly basis. For more information on current and historic regulated electricity rates (RRT) please visit [www.DirectEnergyRegulatedServices.com](http://www.DirectEnergyRegulatedServices.com).

**Current Estimate** - This is an estimated meter read provided by your Distributor.

**Distribution Charge** - This charge recovers the cost of the lower voltage lines that carry electricity from the substation transformers to your meter.

**Energy Used (kWh)** - The energy used represents the kilowatt hours of electricity you consumed in the billing period. This can be either an actual or an estimate.

**Last Actual** - This is the last actual meter read from your Distributor.

**Local Access Fee (LAF)** - The LAF is a surcharge levied by your municipality to your distributor. It is not approved by the Alberta Utilities Commission. You may contact your distributor to find out how the specific LAF levy charged by your municipality is determined.

**Meter Number** - This is the number attached to the meter installed on your premise.

**Rate Rider(s)** - This item reflects temporary changes to your bill approved by the Alberta Utilities Commission. It may be a credit or a debit.

**Transmission Charge** - This charge recovers the costs of owning and operating the high voltage lines that carry electricity to the substation transformers.

## CUSTOMER ASSISTANCE CENTRE

### ACCOUNT SERVICES

(e.g. Moves, adds or changes to your account, billing inquiries and general inquiries)

Direct Energy Regulated Services 1-866-420-3174

Visit our website at [www.DirectEnergyRegulatedServices.com](http://www.DirectEnergyRegulatedServices.com)

### EMERGENCY SERVICES

(e.g. Power interruptions, downed power lines)

ATCO Electric Ltd. 1-800-668-5506

### DISTRIBUTION SERVICES

(e.g. Meter reads, new lines)

ATCO Electric Ltd. 1-800-668-2248

## PAYING YOUR BILL ON TIME

The payment must be received by Direct Energy Regulated Services on or before the Late Payment Penalty Date shown on the front of the bill to avoid a late payment penalty. Please allow sufficient time for payments to reach our office by the Late Payment Penalty Date. Some financial institutions take up to 4 business days to forward payments to our office. Any balance forward is overdue. There may be a charge for each cheque that is returned due to insufficient funds. Please note that if your payment does not reach Direct Energy Regulated Services by the Late Payment Penalty Date, you will be subject to a monthly penalty calculated at a rate of 1.5% compounded monthly (The 1.5% late payment penalty will result in an effective annual rate that may vary depending on the day you pay your bill, but will never exceed 19.86% per year). The 1.5% is a penalty for default, not an arrangement to advance credit to you.

## MOVING?

When moving or cancelling service, please give us 3 business days notice, as you are responsible for all charges until service has been cancelled. You can arrange for service by calling our Customer Assistance Centre at 1-866-420-3174.

## TERMS AND CONDITIONS

Terms and Conditions are approved by the Alberta Utilities Commission and are available from the applicable company offices or websites.

## PAYMENT OPTIONS!

- **Recurring Payment Plan** (automatic bank withdrawal)
- **Budget Payment Plans** (equal monthly payments)
- **Online Payments**
- **Credit Card**
- To enroll in any of the programs above visit us at [WWW.DIRECTENERGYREGULATEDSERVICES.COM](http://WWW.DIRECTENERGYREGULATEDSERVICES.COM) or phone our Customer Assistance Centre at 1-866-420-3174
- **Financial Institutions** (in person, by phone, internet banking) – contact your local bank and/or financial institution for details
- **Mail** - Direct Energy Regulated Services, PO Box 1520 ,639 5th Ave SW, Calgary, AB T2P 5R6

---

**Please make all cheques payable to: DIRECT ENERGY REGULATED SERVICES**

ACCOUNT NUMBER	STATEMENT DATE
770000000000	Jul 28 2014

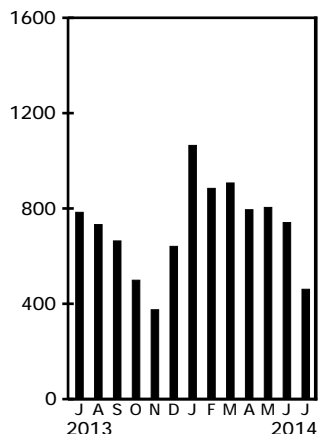
Customer Copy



**RETAILER CHARGES** Electricity Site ID 0010819400000

123 MAIN ST GRANDE PRAIRIE AB T8W 2G7

kWh Consumption by Billing Cycle



From	To	Energy Used (kWh)	
Jun 17	Jun 30	270.00	
Jun 30	Jul 17	440.00	
Jul 17	Jul 18	21.00	

		Energy Rate (\$/kWh)		Energy Charge (\$)
270.00	x	0.055280	=	14.93
461.00	x	0.078280	=	36.09

Current Energy Charges	
Administration Fee - Fixed	8.84
Cost of Electricity - Variable	51.02
Sub-Total	59.86
GST	2.99
<b>CURRENT ENERGY BILLING</b>	<b>62.85</b>



**DISTRIBUTOR CHARGES** Electricity Site ID 0010819400000

123 MAIN ST GRANDE PRAIRIE AB T8W 2G7

Distribution services provided by:  
ATCO Electric

From	To	Energy Used (kWh)	
Jun 17	Jul 18	731.00	

Meter Readings Provided by:

ATCO Electric

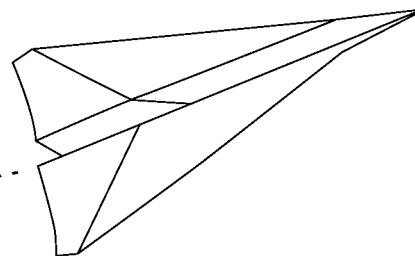
Meter: G00791-83406007

	Reading
Current	
Estimate Jul 18	6,048
Last	
Estimate Jun 17	5,317

Current Distributor Charges	
Transmission Charge	23.90
Distribution Charge	86.19
Rate Riders	3.74 CR
Local Access Fee	4.35
Sub-Total	110.70
GST	5.53
<b>CURRENT DISTRIBUTOR BILLING</b>	<b>116.23</b>

<b>Total Charges for Site 0010819400000</b>	<b>179.08</b>
---	---------------

There is a better use  
for paper...



Simplify your life.

Managing your bills, is as easy as 1, 2, 3!

View, pay and store your Direct Energy  
Regulated Services bills all in one secure  
online location with epost from Canada Post.

With epost, you don't have to keep track of multiple websites to view and pay your bills, you also don't have to deal with the hassle of storing your paper bills. It's the convenient, environmentally-friendly way to manage your bills.

The best news is, it's free to sign up and use,  
plus you'll be helping out the planet.

Keep it simple, sign up today, visit [epost.ca](http://epost.ca)

The benefits are endless.....

- secure and private
- flexibility – available 24/7
- no need for a paper bill
- a simple, convenient way to receive, manage and pay your bills

AND

- it's FREE

