

Ponoka RRO Project - FAQ's

- What is changing?

As of June 1, 2009, ENMAX Energy will become the Regulated Rate Option (RRO) electricity provider in the Town of Ponoka. As the Default electricity provider, ENMAX Energy is responsible to provide Customer Care and billing services to Ponoka RRO customers.

- Why the change?

The Town of Ponoka has signed an agreement with ENMAX Energy to provide these services beginning June 1, 2009.

- What does this mean?

As of June 1, 2009, you will receive your electricity bill from ENMAX Energy.

- What do I need to do?

Not much. EPCOR will bill you for the periods leading up to June 1, 2009. From this point forward, ENMAX Energy will provide you with your bill. Please review your first ENMAX bill to ensure we have all your correct information and for details on how to submit your payment.

- Will my account number change?

Yes, on June 1, 2009 ENMAX Energy will assign new account numbers to all Town of Ponoka Regulated Rate electricity customers. Your new account number will be identified on the first ENMAX bill you receive in June 2009.

- How do I contact ENMAX?

The ENMAX Customer Care Centre is open 7:00 a.m. to 9:00 p.m. weekdays and 8:00 a.m. to 4:30 p.m. on Saturdays to serve your needs. You can contact the Customer Care Centre toll-free, from anywhere in Alberta, by calling 310-2010 or via e-mail at residential@enmax.com or smallbusiness@enmax.com.

- Will my costs go up?

The nature of the Regulated Rate is volatile and the price paid for energy in a given month is based on market conditions. This is consistent with every other jurisdiction in the province. As a general rule, if Ponoka's energy price goes up so will every other territory's Regulated Rate. There is also an administration charge that recovers the cost of billing and call centre operations which will vary from time to time.

- What should I do

- If I want to be setup on a pre-authorized payment?
- If I want to change my mailing address?
- If I'm moving?
- To get a new meter installed?

For all the questions above, please call ENMAX Customer Care Centre at 310-2010 (toll-free in Alberta).

- Who do I call if I want to set up a new account?

Beginning June 1, 2009, you can contact ENMAX Customer Care at 310-2010 (toll-free in Alberta) to set up a **new** account.

Please note if you are already a Ponoka Regulated Rate electricity customer, ENMAX will automatically create an account for you as part of the transition.

- What do I need to do to receive my ENMAX electricity bill via *epost*?

Contact our Customer Care Centre at 310-2010 (toll-free in Alberta) to obtain your new ENMAX account number, or wait to receive your first ENMAX invoice after June 1, 2009 then visit www.epost.ca to register.

Customers will be taken through 3 steps during the sign up process:

Step 1 - Enter personal information required to obtain a personal or business *epost* box

Step 2 - Choose a username (will be used every time the customer logs into their *epost* box)

Step 3 - Choose a password

Once customers sign up they will be able to login into their *epost* box using their username and password and to add mailers. To add ENMAX as a mailer, log into *epost* and add ENMAX Energy to your list.

- What should I do if I have a concern about my EPCOR final bill or any billings prior to May 31, 2009?

Please contact EPCOR Customer Services at 310-4300 (toll-free in Alberta).

- Will any of my EPCOR outstanding credit or debit be transferred to my ENMAX account?

No, your balance from your previous provider will not be transferred to ENMAX Energy. If you have any questions regarding credits or debits from EPCOR please contact them directly.

- Can I be on an equal payment plan with ENMAX?

Not at this time. ENMAX requires 12 months of billing history to invoice customers on equalized payment plans. ENMAX does not have access to any billing or consumption history from EPCOR; therefore you need to be an ENMAX customer for 12 months before ENMAX will be able to set you up on an equalized payment plan. Your previous billing and consumption history remains the property of EPCOR, and ENMAX Energy does not have access to the historical information.

- What are my payment options and where I can pay my electricity bill?

You will be able to pay your ENMAX bill using the following methods:

Cheques

- Cheques can be mailed, with your remittance slip from the bottom of the bill, to the address specified on the invoice.
- Cheques addressed to "ENMAX" can also be dropped off at either of the following ENMAX storefronts:
 - Red Deer storefront: 100 Red Deer Professional Building, 4808 Ross Street
 - Calgary storefront: 800 Macleod Trail S.E.
- Postdated cheques are accepted; however, cheques that are postdated later than 31 days will be returned to the customer

Cash

- Cash payments can be made at the Red Deer and Calgary storefronts only

Telephone banking

Internet banking

Bank Draft

ATM Machine

Automated bank withdrawal

- What are the ENMAX Customer Care Center hours of operation?
 - Monday to Friday - 7:00 a.m. to 9:00 p.m.
 - Saturday - 8:00 a.m. to 4:30 p.m.

For after hour emergencies, please call (403) 783-0143.

You can also find all contact information and hours of operation on the first page of your ENMAX bill.

- Will ENMAX charge me a deposit?

ENMAX will not charge deposits to existing Ponoka Regulated Rate electricity customers as part of the transition. After the transition date all new customers signing up for Regulated Rate electricity in Ponoka may be assessed deposits based on ENMAX's deposit process.

- Will the due date of my electricity bill change? What should I expect?

ENMAX Energy will assign a billing cycle for your account, which may result in a change to the day you receive your bill and date that you are required to pay your bill. For customers who are billed early in the month, you will receive a bill from ENMAX Energy for the first few days of service after June 1, 2009.

- Who will be reading my electricity meter?

ATCO Electric will continue to provide the meter readings in the Town of Ponoka.

- Who do I call if
 - I want to provide instructions to a meter reader?
 - I want to provide a key for meter reading?
 - I missed the meter reader and want to call them in?

For the questions above, please call (403) 783-0120.