

What is on your bill and how are the charges derived:

There are three (or more) pages to your bill, depending on your number of sites enrolled. The front, or first page, provides an overview of the information that relates to the account, a summary of charges, and a bill message. The second and subsequent pages (if you have more than one site) provide for a breakdown of those charges. The last page provides contact information, definitions and the payment options and terms. There is a lot of information in your bill, the bill layout and line items not only provide transparency but also are in alignment with the Alberta Utilities Commission requirements.

The following more fully describes the different components that are used in communicating and calculating the charges:

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ALBERTA CO-OPERATIVE ENERGY

Your Customer Name
Your Second Customer Name
Your Address
YOUR LOCATION AB T0A

For information on how to pay your utility bills during COVID-19, please visit the following:
<https://www.alberta.ca/energy-support.aspx>
<https://www.alberta.ca/energy-support.aspx>

Account summary:

Account number	01-W9999
Statement date	May 28, 2020
Statement number	67122
Payment due date	June 8, 2020
Amount owing	\$ (62.79)

New charges:

Electricity charges	(144.24)
Natural gas charges	60.63
	(83.61)
	(4.18)
	(87.79)

GST # 79421 4528 RT0001

Amount owing \$ (62.79)

Amount owing \$ (62.79)

Due date June 8, 2020

Account number 01-W9999

Do not pay (credit balance)

PO BOX 443 STN M
Calgary AB T2P 2J1

Your Customer Name
Your Second Customer Name
Your Address
Your Location AB T0A 3J0

Account number: Each one of our consumers/members is given a unique account number. This number is important for proper application of payment, historical referencing for trends related to consumption and tracking/reporting of all maintenance.

Payment due date: Your electricity and/or natural gas bill is due on the date shown as Payment Due Date (in the green top right corner box).

Account summary: This area provides for the amount due on your last statement, any payments made on the prior amount due, the amount due prior to accumulation of any new (or current) charges and may include the ACE membership fee and/or the credit for referring a new customer.

New charges are also highlighted in this section and are summarized into the main categories of Electricity and/or Natural Gas (each of which include Energy charges, Distribution charges, Transmission and related charges, Other charges (these are more fully described on the last page of the bill) and GST.

Amount owing: This is the total amount due at the Payment due date (as indicated near the top of the bill). Should less than this amount be

remitted by the due date, late payment penalties will accrue on the amount remaining unpaid.

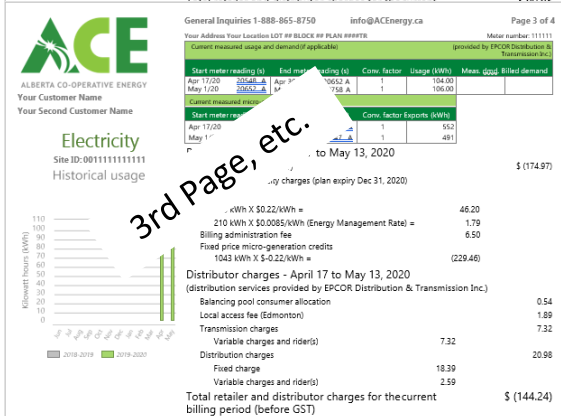
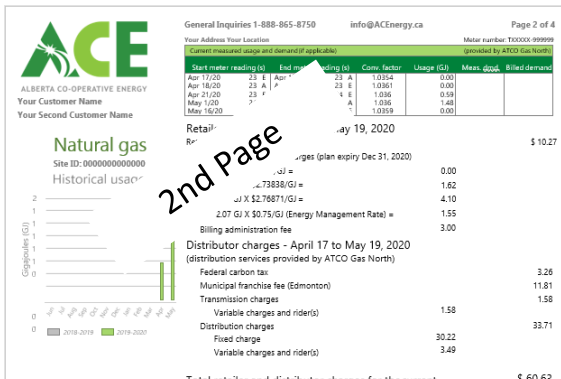
Bill message: On the left side of the bill (in the green box), we highlight any key messages that might be important for the ACE consumer / co-op member to be made aware of.

Remittance slip: On the bottom of the front page is a section that can be detached and submitted with payment when mailing or when paying at your banking institution. Our easiest payment options are auto debit and online banking or you may choose credit card payment. Please be advised that when paying by credit card a convenience charge of 2.5% is applied to cover the cost charged to ACE by the credit card company/bank.

The remittance slip also provides for a re-statement of the amount due, the payment due date and your account number.

Your bill is primarily sent via email, or you may choose to receive a paper version if you don't have email. Please call or email us to make any changes for you.

**An electronic version of your bill is available for access, by you, at any time through the My Account portal contained on the ACE website (<https://www.acenergy.ca/>). Signing up for access is easy, however if you experience any issues, please call us at 1-888-865-8750 and we'll be happy to assist.*



For changes to your account information or for inquiries about your bill call:

1-888-865-8750
billing@ACEEnergy.ca

IN CASE OF EMERGENCY (such as gas leaks, gas odours, power outages):

Atco Gas Utilities Inc.	1-866-222-2068
ATCO Electric Ltd.	1-800-668-5506
ATCO Gas & Pipelines	1-800-511-3447
City of Lethbridge	403-320-3940
City of Red Deer (weekdays)	403-342-8274
City of Red Deer (after hours)	403-348-6700
ENMAX Power Corporation	310-2010
EPCOR Distribution & Transmission Inc.	780-412-4500
Fortis Alberta Inc.	310-9473
Municipality of Crossness Pass	403-562-2021
Town of Fort Macleod	403-308-0735
Town of Ponoka	403-782-0111

DISTRIBUTION SERVICES (such as new lines):

Atco Gas Utilities Inc.	310-9473
ATCO Electric Ltd.	310-9473
ATCO Gas & Pipelines	310-9473
City of Lethbridge	403-320-3940
City of Red Deer	403-348-6700
ENMAX Power	310-2010
EPCOR	780-412-4500
Fortis	310-9473
Municipality of Crossness Pass	403-562-2021
Town of Fort Macleod	403-308-0735
Town of Ponoka	403-782-0111

DEFINITIONS

For additional information please visit ACE's website at <https://www.aceenergy.ca/terms-conditions>

Retailer charges:

- (a) **Energy charge** - the charge for your electricity or natural gas commodity at the energy rate you contracted with Alberta Cooperative Energy;
- (b) **Energy Management fee** - the charge for your electricity or natural gas commodity management;
- (c) **Billing administration fee** - the charge for providing you billing and customer services;

Distributor charges:

- (a) **Distribution charges** - the demand, fixed and variable charges (including rate riders) that your energy marketing firm is required to pay for electricity or natural gas distribution company to cover the costs of building and maintaining distribution systems, meter reading services and settlement services;
- (b) **Transmission charges** - the demand, fixed and variable charges (including rate riders) that the distribution company is required to pay for transmission service to its distribution system;
- (c) **Local access fees** (for electricity) and **municipal franchise fees** (for natural gas) - amount levied by municipalities for the use of municipal land upon which electric and natural gas distribution systems are located;
- (d) **Balancing pool consumer allocation** - the balancing pool was established by the Government of Alberta in 1999 to manage certain assets, revenue and expenses arising from the transition to a deregulated electricity market. Based on its forecast the balancing pool determines an annualized amount that will be remitted to (collected from) electricity consumers over the year;
- (e) **Federal carbon tax** - a federal tax charged based on the amount of natural gas used;

Site ID - the identification number that uniquely identifies your premises within the province.

Meter reading:

- A - actual meter reading obtained by human or electronic means;
- E - estimated meter reading for when an actual reading could not be obtained or when a reading was required for estimating usage between actual meter readings for distribution charge rate calculation purposes.

Conversion factor - factor required to convert meter measurements into usage.

Usage - total number of kilowatt hours (kWh) or gigajoules (GJ) used at the premises during a specified period as indicated by the meter's measurements.

Measured demand - maximum amount of energy used at a given instance (for electricity) or within a 24-hour period (for gas).

Billed demand - quantity of demand (whether based on measured demand, ratchet, rate minimum or contract demand) that the distribution demand charges are based on.

Payment options:

- Pre-authorized debit withdrawals
- Online or telephone banking
- Credit card (additional 2.6% charge)

Contact the office if you would like to explore different payment options

Payment terms:

- A late payment charge of 2% (26.62% per annum) will apply on amounts outstanding after the due date.
- A NSF charge will be assessed for dishonoured payments

and/or Energy Charge

Pays for: The electricity and/or natural gas you use each month.

Details: Electricity and/or natural gas is charged on a Variable rate (fluctuates every month) or a Fixed rate (same rate every month), or a Fusion rate (combination of Variable rate with a Fixed rate cap) or for electricity only, a Micro-Gen rate (for those using solar) along with the Energy Management Rate. The electricity you use is measured by kilowatt hour (kWh) and/or the natural gas you use is measured by gigajoule (GJ). The average home in Alberta uses around 600 kilowatt hours every month, and/or an average of 120 gigajoules of natural gas per year. The bar graph on the left side of the bill indicates your own specific consumption, by month, over a (up to) 2-year period.

Distribution Charge

Pays for: The costs related to maintaining the distribution system as well as general utility operations. Distribution fees support networks that move electrical and natural gas energy around our service area to your home, for your use. The distribution system is owned by the Distributor.

Details: This charge is collected to help cover delivery related costs. These charges are reviewed and approved by the Alberta Utilities Commission.



Transmission Charge & Transmission Adjustment Rider

Pays for: Upgrades and maintenance for the wires and infrastructure that moves electricity from generation facilities to the Alberta communities (i.e. distribution system) where it is used. Or for upgrades and maintenance to gas lines and infrastructure that moves natural gas from processing or holding facilities to the Alberta communities where the gas is consumed.

Details: The demand, fixed and variable charges (including rate riders) that the distribution company is required to pay for transmission service to the distribution system of either the electrical or natural gas provider.



Local Access Fees (for electricity) and Municipal Franchise Fees (for natural gas):

Details: amount levied by municipalities for the use of municipal land upon which electric and natural gas distribution systems are located.



Balancing Pool Allocation

Pays for: Balancing cash flow associated with power purchase arrangements (PPA) and related events resulting from deregulation (for electricity only).

Details: Created by legislation, the balancing pool allocation hands back the costs and benefits of PPAs and related events resulting from deregulation to all Alberta ratepayers. Amounts collected are remitted to Fortis, on behalf of the regulator.



Billing Administration Fee

Pays for: Billing and customer service

Details: Administration fees go towards costs such as billing and customer services, billed as a flat (fixed) monthly fee.



Federal Carbon Tax

Pays for: Federal carbon tax on natural gas

Details: A Federal tax charged based on the amount of natural gas consumed.