

## Billing for Gas – Fort McMurray fires

	Up to and including May 3, 2016	May 4, 2016, to June 4, 2016, inclusive (Evacuation period)	After June 4, 2016				
<b>Gas customers</b>			Home was completely destroyed	Home is still intact			
				Customer has chosen to return home as per re-entry schedule	Customer is undecided on return date home*		
	<ul style="list-style-type: none"> <li>Customers are responsible for all charges as shown on the retailer bill</li> </ul>	<ul style="list-style-type: none"> <li>Gas energy and distribution charges are suppressed during the evacuation period.</li> <li>Depending on your retailer, other charges may be suppressed as well.</li> </ul>	<ul style="list-style-type: none"> <li>Customers can expect to have a final bill for charges up to, and including, May 3, 2016.</li> <li>ATCO Gas and Retailers are working together to ensure services are discontinued.</li> </ul>	<ul style="list-style-type: none"> <li>Before June 13, 2016, customers should call ATCO Gas to restore their gas service.</li> <li>Customers are responsible for gas related charges outside the evacuation period. However, energy and distribution charges during the evacuation period will be</li> </ul>	<ul style="list-style-type: none"> <li>Before June 13, 2016, customers should call ATCO Gas to restore their gas service.</li> <li>Starting June 13, 2016, customers should call their retailer to have their gas service restored.</li> <li>No new charges will be sent to retailers, until customers' gas service is restored.</li> <li>Because of billing cycles, you will get a</li> </ul>	<p style="text-align: center;"><b>Customer with Contract</b></p> <ul style="list-style-type: none"> <li>Retail charges make up the other part of your bill, even though you have not returned home yet, retail charges as per your contract may still apply. Please contact your retailer for their billing policy.</li> <li>If the customer</li> </ul>	<p style="text-align: center;"><b>Regulated Rate Option</b></p> <ul style="list-style-type: none"> <li>All charges during the evacuation period will be offset by a one-time credit.</li> </ul>

\* Intact sites remain de-energized until customer requests their gas service be restored.

\* If the customer's intention is not to return home before November 1, 2016, the customer should be advised that the home should be winterized and gas service should be restored prior to the winter period in order to prevent damage to the site (i.e., pipes could freeze, etc.).

	Up to and including May 3, 2016	May 4, 2016, to June 4, 2016, inclusive (Evacuation period)	After June 4, 2016				
				offset by a one- time credit	<p>bill for services up to the date of evacuation – your retailer will have more information. Customers are responsible for gas related charges prior to May 4, 2016, and after June 4, 2016, once their gas service is restored. However, energy and distribution charges during the evacuation period will be offset by a one-time credit.</p> <ul style="list-style-type: none"> <li>• Retail charges make up the other part of your bill, so please contact your retailer for their billing policy.</li> </ul>	wants to end their gas service, they must notify their retailer of their intention (i.e., move out, delayed return, cancel contract, etc.).	

## Billing for Electricity – Fort McMurray fires

	Up to and including May 3, 2016	May 3, 2016, to June 4, 2016 (Evacuation period)	After June 4, 2016			
<b>Electricity customers</b>			Home was completely destroyed	Home is still intact		
				Customer has chosen to return home as per re-entry schedule	Customer is undecided on return date home	
	<ul style="list-style-type: none"> <li>Customers are responsible for all charges as shown on the retailer bill</li> </ul>	<ul style="list-style-type: none"> <li>Electricity and distribution charges are suppressed during the evacuation period.</li> <li>Depending on your retailer, other charges may be suppressed as well.</li> </ul>	<ul style="list-style-type: none"> <li>Customers can expect to have a final bill for charges up to, and including, May 3, 2016.</li> <li>ATCO Electric and Retailers are working together to ensure services are discontinued.</li> </ul>	<ul style="list-style-type: none"> <li>Electricity will be turned back on as of June 4, 2016.</li> <li>Customers are responsible for electricity related charges outside the evacuation period. However, energy and distribution charges during the evacuation period of May 4, 2016, to June 4, 2016, will be offset by a one-time credit.</li> <li>Because of billing cycles, you will get a bill for services up to the date of</li> </ul>	<ul style="list-style-type: none"> <li>Because of billing cycles, you will get a bill for services up to the date of evacuation – your retailer will have more information. Customers are responsible for electricity related charges prior to May 4, 2016, and after June 4, 2016.</li> <li>Retail charges make up the other part of your bill, so please contact</li> </ul>	<p style="text-align: center;"><b>Customer with Contract</b></p> <ul style="list-style-type: none"> <li>Retail charges make up part of your bill, even though you have not returned home yet, retailer charges as per your contract may still apply. Please contact your retailer for their billing policy.</li> <li>If the customer wants to end their electricity service, they must notify their retailer of their intention (i.e., move out, delayed return, de-energize, etc.).</li> </ul>

	Up to and including May 3, 2016	May 3, 2016, to June 4, 2016 (Evacuation period)	After June 4, 2016				
				<p>evacuation – your retailer will have more information. Customers are responsible for electricity related charges prior to May 4, 2016, and after June 4, 2016.</p> <ul style="list-style-type: none"> <li>Retail charges make up the other part of your bill, so please contact your retailer for their billing policy.</li> </ul>	your retailer for their billing policy.	<p>return, cancel contract, etc.).</p> <ul style="list-style-type: none"> <li>If the customer cancels their contract but does not request a de-energize, customer should be advised that they will automatically be dropped to the Regulated Rate Option and continue to be charged for electricity and electricity service. If the customer wishes to have no electricity charges until they return home, they should request a de-energize from the Regulated retailer.</li> </ul>	electricity service. If the customer wishes to have no electricity charges until they return home, they should request a de-energize from the Regulated retailer.