



# Energy Bills Explained

The money we pay for our energy use supports creating the energy and getting it to your home or business.

## Understanding Your Energy Bill

The way energy bills are set out is governed by provincial regulations and the Alberta Utilities Commission (AUC). To help ensure all energy consumers receive consistent information related to the electricity, natural gas and municipal services they pay for, these regulations and the AUC set the way charges and fees are displayed on a bill.

Regardless of provider, the amount consumers are charged each month can be placed in one of two categories:

- 1) What you pay for the energy/municipal services you use.
- 2) Charges and fees that support getting the energy to your home or business.

Here's a breakdown of the fees and charges that show on your monthly bill:



### Charges paid to energy providers

Electricity and natural gas use are measured by a meter, and payments are made to your chosen energy provider. Depending on the type of energy agreement you have, administration fees and transaction fees may apply.



### Fees for transmission and distribution infrastructure

These costs are set by the Alberta Utilities Commission and are used to support the maintenance and building of the electricity and natural gas infrastructure around Alberta. These fees can be a fixed monthly charge or based on consumption.



### City of Calgary Municipal Services Charges

ENMAX is contracted to collect payments for water, wastewater/drainage, and waste/recycling on behalf of the City of Calgary, and these charges are passed on to the City directly. The City is responsible for setting these fees.



### Taxes

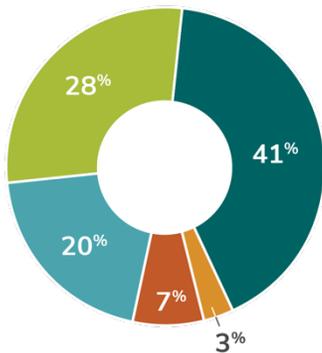
Federal GST is applied to charges related to electricity and natural gas consumption. The federal carbon tax is paid only on charges related to natural gas use.

The Alberta Utilities Consumer Advocate is a great resource for information on energy charges at [ucahelps.ca](http://ucahelps.ca).

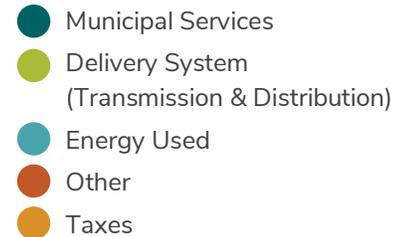
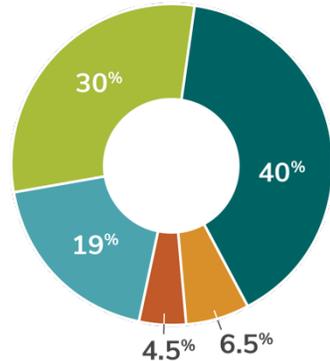
## Typical residential bill breakdown

Here's an example of what an average ENMAX Energy residential customer's bill could look like:\*

### ELECTRICITY:



### ELECTRICITY & NATURAL GAS:



\*Bill breakdown estimates our average annual cost breakdown for a retail customer in Alberta from January 1, 2019 to December 31, 2019

## Two types of electricity rates

Electricity use is charged based on the Regulated Rate Option (RRO), or by a competitive retail plan offered by an Alberta electricity retailer of your choice.

**The RRO:** Customers who do not choose a competitive retail plan receive their electricity through the RRO – sometimes referred to as the floating electricity rate or the default electricity rate. The RRO is approved each month by the Alberta Utilities Commission. It can increase or decrease based on market conditions such as demand.

**Competitive electricity rates:** Competitive retail electricity providers such as ENMAX Energy offer consumers competitive plans that feature the choice of fixed or floating rates and flexible terms. Retailers purchase electricity and then sell it to consumers. ENMAX Energy offers plans here in Calgary as well as to markets throughout Alberta.

## Why bills might change from month to month

### Days between bills

Meter readings can range from 27 to 35 days – this difference may result in a higher or lower bill.

### Meter estimates

Usage will be estimated when a meter can't be read. Once a meter can be read, differences between estimated, and actual use may result in a higher or lower bill.

### Weather or seasons

Rising or cooling temperatures, and longer or shorter days can change how much energy is used.

### Number of occupants

Visitors, or children returning home are common causes for changes in energy consumption.

### New appliances/electronics

New appliances or electronics can increase or decrease how much energy you use.

### Rate changes

Floating energy rates can lead to bill increases or decreases even when consumption remains constant.

### Changes to additional fees

Other fees such as transmission and distribution or City of Calgary water rates can change from month to month and result in a difference on the bill.

## Help with your bill

Any questions or concerns about bill amounts related to energy or City of Calgary services should be directed to ENMAX's customer care team at 310-2010.