



# **Regulated Rate Option (RRO) – Electricity Bill Guide**

# Summary of Your Bill

<b>1</b>	<b>YOUR ENERGY AND UTILITIES STATEMENT</b> Calgary RRO+ Muni 11111 CALGARY BLVD NE CALGARY AB T2K 4A4	<b>2</b>	<b>PAGE 1 OF 6</b> Account Number: 510000000 Current Bill Date: 2018 September 17																																
<b>4</b>	<b>\$</b> Pre Authorized Amount to be Withdrawn Oct 12....\$ 229.96 <small>If payment is received after 2018 October 12, the following late payment fees will apply. A one-time late payment fee of 3.25% on Current Charges.</small>	<b>3</b>																																	
<b>5</b>	<b>Summary of Your Account</b>	<b>8</b>																																	
<b>6</b>	<table border="0"> <tr><td colspan="2"><b>Previous Charges and Credits</b></td></tr> <tr><td>Previous balance .....</td><td style="text-align: right;">\$ 212.87</td></tr> <tr><td>Payment we processed on SEP 10. Thank you.....</td><td style="text-align: right;">\$ 212.87 CR</td></tr> <tr><td>Balance Forward .....</td><td style="text-align: right;">\$ 0.00</td></tr> <tr><td colspan="2"><b>ENMAX Charges</b></td></tr> <tr><td>Electricity .....</td><td style="text-align: right;">(GST: \$3.43) \$ 68.69</td></tr> <tr><td>Subtotal .....</td><td style="text-align: right;">\$ 68.69</td></tr> <tr><td colspan="2"><b>The City of Calgary Charges</b></td></tr> <tr><td>Water Treatment and Supply.....</td><td style="text-align: right;">\$ 56.82</td></tr> <tr><td>Wastewater Collection and Treatment.....</td><td style="text-align: right;">\$ 63.90</td></tr> <tr><td>Stormwater Management.....</td><td style="text-align: right;">\$ 16.56</td></tr> <tr><td>Waste and Recycling.....</td><td style="text-align: right;">\$ 20.56</td></tr> <tr><td>Subtotal .....</td><td style="text-align: right;">\$ 157.84</td></tr> <tr><td>Total GST .....</td><td style="text-align: right;">\$ 3.43</td></tr> <tr><td>Total Current Charges .....</td><td style="text-align: right;">\$ 229.96</td></tr> <tr><td>Total Amount Due .....</td><td style="text-align: right;">\$ 229.96</td></tr> </table>	<b>Previous Charges and Credits</b>		Previous balance .....	\$ 212.87	Payment we processed on SEP 10. Thank you.....	\$ 212.87 CR	Balance Forward .....	\$ 0.00	<b>ENMAX Charges</b>		Electricity .....	(GST: \$3.43) \$ 68.69	Subtotal .....	\$ 68.69	<b>The City of Calgary Charges</b>		Water Treatment and Supply.....	\$ 56.82	Wastewater Collection and Treatment.....	\$ 63.90	Stormwater Management.....	\$ 16.56	Waste and Recycling.....	\$ 20.56	Subtotal .....	\$ 157.84	Total GST .....	\$ 3.43	Total Current Charges .....	\$ 229.96	Total Amount Due .....	\$ 229.96	<p>You are on: <b>Regulated Rate Option</b></p> <p><b>Need help?</b> Phone: 316-2010 Toll Free Outside Alberta: 1-877-571-7111 Online: enmax.com/contactus Monday to Friday 8:00 a.m. to 8:00 p.m. Saturday 8:00 a.m. to 4:30 p.m. Sunday Closed</p> <p><b>OUTAGES &amp; EMERGENCIES 24 Hours</b> Electricity: ENMAX Power: 403-514-6100 Water/Wastewater: The City of Calgary: 311</p> <p><b>DISTRIBUTION SERVICES INQUIRIES</b> Electricity: ENMAX Power: 1-877-579-7999 Water/Wastewater: The City of Calgary: 310-2010</p> <p><b>METER READINGS</b> Electricity: ENMAX Power: 403-660-3250 Water/Wastewater: The City of Calgary: 403-662-3250</p>	
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<b>ENMAX</b> <small>Return this portion with your payment. Payable at most financial institutions.</small>		<b>Important Notices</b>																																	
000001+0000011_L3.1.2 <small>Tear off here</small>		Pre Authorized amount to be withdrawn Oct 12 from bank account \$229.96																																	
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<b>10</b>	Calgary RRO+ Muni 11111 CALGARY BLVD NE CALGARY AB T2K 4A4	Account Number: 510000000																																	

Item	Description
1	Name of the account holder and the service address for this statement.
2	Your ENMAX Energy account number, along with the date your bill was printed.
3	As a Regulated Rate Option customer, you'll see your service identified in yellow.
4	The total amount due for payment and payment due date. Late payment fees are applied to your account if payment is received after this date.
5	The balance of your last statement and any payments that we have received.
6	Summary of new ENMAX Energy charges for this billing period.
7	Summary of new The City of Calgary charges for this billing period.
8	Telephone contact information for customer care, outages and emergencies, distribution services and meter readings.
9	ENMAX Energy will post new messages monthly regarding your account in this space.
10	The address where statements and correspondence are mailed, if applicable (may differ from the service address).

# Electricity Charges



**YOUR ENERGY AND UTILITIES STATEMENT**  
 Calgary RRO+ Muni  
 11111 CALGARY BLVD NE  
 CALGARY AB T2K 4A4

PAGE 3 OF 6  
 Account Number: 510000000  
 Current Bill Date: 2018 September 17

11111 CALGARY BLVD NE, CALGARY AB T2K 4A4

**ELECTRICITY** Provided by ENMAX

DAYS BILLED:	35	RATE	PREVIOUS READING	DATE	PRESENT READING	DATE	READ TYPE	SITE ID: 002000000000	MULT	USE(kWh)
METER #:	A48205	ERRRO	22086.000	JUL 26	22368.000	AUG 29	Actual	1.00000		312.000

**New Charges**

Electric Energy Charges - ENMAX Energy Corporation (Regulated Rate Option)

Energy Charge ..... 312.000 kWh @ \$ 0.0680000 / kWh ..... \$ 21.21\*  
 (Jul 26 to Aug 29)

Administration Charge ..... \$ 7.22\*  
 (Jul 26 to Aug 29)

**Delivery Charges - ENMAX**  
 (Jul 26 to Aug 29)

Distribution Charge ..... \$ 20.93\*  
 Transmission Charge ..... \$ 6.07\*  
 Balancing Pool Allocation ..... \$ 0.99\*  
 Rate Riders ..... \$ 5.35\*  
 Local access fee paid to CALGARY ..... \$ 6.92\*  
**Summary ..... \$ 68.69**

**ENMAX MESSAGE CENTRE**

Item	Description
1	The number of days between your previous and present electricity meter readings.
2	This is the meter inventory number. You can look at your meter to confirm that it corresponds with the number on your statement.
3	This Energy Charge is the cost of energy you have used in a billing period. The charge is expressed in dollars per kilowatt hours (\$/kWh) for electricity.
4	<p>Distribution charges cover the cost of moving electricity from substation transformers through local lines to customers' meters. Distribution costs vary with location and usage.</p> <p>Transmission charges cover the cost of moving electricity from generating facilities through transmission lines to substation transformers. The transmission charge is based on how much electricity the customer has used.</p> <p>The Balancing Pool Allocation is the cost to refund or collect an annualized amount based on the forecast of revenue against the actual previous yearly expenses.</p> <p>Rate Riders are temporary charges that are approved by the regulator to compensate for differences between the actual cost of electricity and the initially approved rate.</p> <p>A Local Access Fee is charged on behalf of the local municipality for electricity or natural gas equipment on municipal land.</p>
5	The previous and present meter readings and dates that represent the time and usage your electricity was billed for.
6	Read Type indicates if it was an actual meter reading or an estimated meter reading.
7	A Site ID is a 13 digit identification number linked to your address and meter information.
8	Your total electricity usage measured in kilowatt hours.
9	ENMAX Energy will post new messages monthly regarding your account in this space.

# Municipal Services for the City of Calgary (If applicable.)



THE CITY OF CALGARY STATEMENT  
 11111 CALGARY BLVD NE  
 CALGARY AB T2K 4A4

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 Account Number: 510000000  
 Current Bill Date: 2019 September 17

The following services are provided by The City of Calgary. All revenue from these services go to The City of Calgary. For more information, visit calgary.ca.

**1** **11111 CALGARY BLVD NE, CALGARY AB T2K 4A4**

**2** **WATER TREATMENT AND SUPPLY**  
 Pays for the cost of treating and delivering drinking water

DAYS BILLED:	33	RATE	PREVIOUS READING	DATE	PRESENT READING	DATE	READ TYPE	MULT	USE(m3)
METER #:	8011111111	WCFSM	739.000	JUL 27	783.000	AUG 28	Actual	1.00000	24.000

**3** **New Charges**

**4** Water Charge ..... 24.000 m3 @ \$ 1.6652000 / m3 ..... \$ 39.96

**5** (Jul 27 to Aug 28)

**6** Water Service Charge ..... \$ 16.86

**7** **Summary** ..... \$ 56.82

AV COST / DAY \$1.72

**9** **WASTEWATER COLLECTION AND TREATMENT**  
 Pays for the cost of collecting and treating wastewater

**New Charges**

Wastewater Charge ..... (24.000 m3 x 0.9) = 21.600 m3 @ \$ 1.6502000 / m3 ..... \$ 35.64

(Jul 27 to Aug 28)

\* water usage is multiplied by 0.9 to reflect that, on average, 90% of treated water is returned to the wastewater system over a 12-month period.

Wastewater Service Charge ..... \$ 28.26

**Summary** ..... \$ 63.90

**10** **STORMWATER MANAGEMENT**  
 Pays for the costs to ensure reliable street drainage, flood protection and river health

**New Charges**

Stormwater Service Charge ..... \$ 16.56

**Summary** ..... \$ 16.56

**11** **WASTE AND RECYCLING**

DAYS BILLED: 31

**BLUE CART PROGRAM CHARGE: \$8.80 PER 30 days**

**New Charges**

Blue Cart Program Charge ( 31 days @ \$ 0.2833 / day ) ..... \$ 8.78

(Aug 1 to Aug 31)

**BLACK CART PROGRAM CHARGE: \$6.85 PER 30 days**

**New Charges**

Black Cart Program Charge ( 31 days @ \$ 0.1633 / day ) ..... \$ 5.06

(Aug 1 to Aug 31)

**GREEN CART PROGRAM CHARGE: \$8.65 PER 30 days\***

**New Charges**

Green Cart Program Charge ( 31 days @ \$ 0.2167 / day ) ..... \$ 6.72

(Aug 1 to Aug 31)

**Total** ..... \$ 20.56

**12** **THE CITY OF CALGARY MESSAGE CENTRE**

Effective January, 2019, the way you pay for waste services is changing to ensure you know the full program costs. On your ENMAX utility bill, you will see changes to the service descriptions and a monthly billing difference as we change property tax supported program costs to user fees. Visit [Calgary.ca/cartfee](http://Calgary.ca/cartfee).

Help keep Calgary's storm drains clear of ice and snow this winter. It will keep the storm water off the streets, making them safer for cars and pedestrians. Visit [Calgary.ca/stormdrains](http://Calgary.ca/stormdrains) for more information.

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Item	Description
1	This is the Service Address for this bill.
2	These charges pay for the treatment and delivery of the water used in your home. Usage is measured and recorded by your water meter.
3	Days Billed shows the number of days for which you're being billed. This can vary as meters aren't always read on the same day each month.  Meter Number is the meter inventory number. You can look at your meter to confirm that it corresponds with the number on your bill.
4	The previous and present meter readings and dates that represent the time and usage your electricity was billed for.
5	Read Type indicates if it was an actual meter reading or estimated based on past usage. If you've received an estimate and would like to submit a reading <a href="#">click here</a> .

<b>6</b>	This is your total water usage measured in cubic meters (m3).
<b>7</b>	A graph is provided to help you monitor water usage month over month.
<b>8</b>	<p>The Water Charge is based on your total water usage recorded by your meter. Pays for drawing water from the river, treating and delivering it to your home/business.</p> <p>The Water Service Charge is a fixed charge that pays for services including meter reading, billing, meter repairs and fire protection.</p>
<b>9</b>	<p>Wastewater Collection and Treatment pays for collecting and safely treating the water you produce from flushing toilets, draining sinks and bathtubs, and then returning it to our rivers.</p> <p>The Wastewater Charge is for treating the wastewater before it is pumped back into the river. This number is a percentage of your total water usage.</p> <p>The Wastewater Service Charge is a fixed charge that pays for the infrastructure to collect wastewater from your home and deliver it to the treatment plants, and for billing.</p>
<b>10</b>	The Stormwater Service Charge is a fixed charge that pays for collecting and managing water from rain or snow/ice melt and the infrastructure to move it to the nearest river or creek.
<b>11</b>	<p>The Blue Cart Program Charge is a 30-day charge that is used to pay for the blue cart recycling program costs, including collection and processing.</p> <p>The Black Cart Program Charge is a 30-day charge that is used to pay for the black cart waste program costs, including collection, processing and disposal.</p> <p>The Green Cart Program Charge is a 30-day charge that is used to pay for the green cart food and yard waste program costs, including collection and processing.</p>
<b>12</b>	You'll find helpful information here, from tips on saving water to ways you can help protect our rivers.