


Introducing your **Just Energy** bill with budget billing.

We are pleased to provide you with this bill explainer. We hope that you'll find this detailed breakdown useful when reviewing and reading your bill.



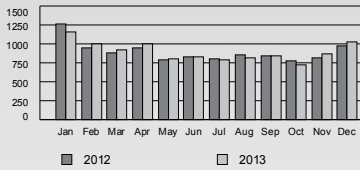
Just Energy Alberta L.P.

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SMITH, JOHN
For service at 123 REAL ROAD
CALGARY AB

Account enquiries
Call 1.866.587.8674
Fax 1.888.548.7690
Monday to Friday 8 am - 7 pm
Saturday 8 am - 6 pm
Web site: www.justenergy.com
email: cs@justenergy.com

kWh YOUR ELECTRICITY USE AT A GLANCE



Statement Of Account

Account number 9876543210 **A**

Statement Date December 16, 2013

You owe	\$90.00 B	
Pay by	January 6, 2014 C	

Statement Summary *For details, please turn over*

Amount of your last statement	\$90.00	
Payments we processed <i>Thank you</i>	-90.00	
Budget Billing Due	90.00	
Total payment now due	\$90.00	
Payment due after January 6, 2014 (including late fee)	\$92.25	

Looking for an easy way to reduce clutter and save time? Just Energy offers online payment options including e-billing and pre-authorized debit. Visit justenergy.com/ABebill to register your account today.

Account number
9876543210

Total payment due
\$90.00

SMITH, JOHN
PO BOX 7
CALGARY AB T2E 0B2

Payment return slip

Please complete and return this slip with your payment. Make your cheque or money order payable to Just Energy Alberta L.P.. For other payment options, please turn over.

Payment due after January 6, 2014

\$92.25

3473

Payment Enclosed

\$

Just Energy Alberta L.P.
PO BOX 2533 STN M
CALGARY AB T2P0R7

814078463100013221411000009000201401060

504 1 1 900 96

Account Summary

A Account Number

Use your account number to log-in to our self-serve portal at my.justenergy.com

B Total Amount Due

C Payment Date

D A Top-line Statement Summary of your Charges

E Usage Summary

A year over year comparison of your usage by month

F Important Messages

FAQ

About budget billing:

- Your total amount due will be the same each month and is determined by average predicted usage and other factors regarding your home
- If your actual usage is different at the end of the year, you will either be charged a true-up for any additional costs incurred throughout the year or you will receive a refund if you used less than originally estimated
- Your monthly billing amount may be adjusted if usage estimates are drastically different than planned
- Your first bill may be different from your previous supplier's because of a change in billing period or the months you are comparing



Your Just Energy Bill

Statement Of Account
Statement Date December 16, 2013

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SMITH, JOHN
Account number 9876543210
For service at 123 REAL ROAD
CALGARY AB

Budget Billing Plan Details

Your previous balance	\$55.03
Payment received on Dec 2	-90.00
Amount outstanding	-34.97
New charges	106.82
Administration Fee	6.90
Electric Energy	94.84
GST	5.08
Your new actual balance	\$71.85
Total payment now due	\$90.00

2013 Distribution Adjustment Rider	1.21
2013 Quarterly Transmission Adjustment Rider	7.36
2013 Transmission Adjustment Rider	-0.45
Balancing Pool Consumer Allocation	-2.90
Subtotal of Delivery Charges	\$51.38
Subtotal of Electricity Charges	\$94.84
GST (reg. 810908897RT0001) at 5% on \$94.84	4.74
Total Electricity Charges	\$99.58

TOTAL NEW CHARGES \$99.58

New Charge Details

ELECTRICITY

Site 0030123456789 Price Protection Program
Billing period: Nov 09 to Dec 09, 2013
Meter Readings by FortisAlberta Inc.

Meter: 1234567890
Reading on Dec 09, 2013 (Actual) 24,601.00
Reading on Nov 09, 2013 (Actual) 24,083.00
Amount of electric energy used 518.00 kWh

Retailer Charges

Provided by Just Energy Alberta L.P. 1.866.587.8674

Electric Energy Charges:
Nov 09-Dec 09 518.00 kWh at 8.39¢/kWh 43.46
Balancing Credit 0.00
Subtotal of Retailer Charges \$43.46

Delivery Charges

Provided by FortisAlberta Inc. 310.WIRE (9473)

Consumption: 518.00 kWh
Distribution Charge 29.49
Local Access Fee 4.86
Transmission Charge 11.81

For your information

- If you are experiencing a power outage, please contact your Wires Owner, FortisAlberta at 310-WIRE (9473)

LATE PAYMENT CHARGE

- We charge a late payment charge of 2.5% on amounts outstanding after the due date shown.

PLEASE ALLOW UP TO 15 BUSINESS DAYS NOTICE FOR CLOSING ACCOUNT.

PLEASE PROVIDE 45 DAYS NOTICE WHEN MOVING TO A NEW ADDRESS.

- The customer in account is responsible for all charges until service is formally disconnected.
- Just Energy Alberta L.P. is committed to protecting your personal information. By establishing or maintaining an account, you consent to collection, use and disclosure of personal information only for the purpose of providing ongoing utility service and support, unless you indicate otherwise to us in writing. Details of Just Energy Alberta L.P.'s privacy policy are available online at www.justenergy.com or in printed form by request.

BANK STAMP

Understanding your bill:

- Retailer Charge: Consists of the total Electric Energy and/or Natural Gas charges and Green Energy Option (if applicable). Charges may also include other charges related to service i.e. Exit Fees.
- Electric Energy and Natural Gas Charges: The cost of electricity and natural gas consumed in a billing period, as well as the retail costs for billing and customer services.
- Delivery Charges: Electric Distributor costs of delivering electricity and Gas Distributor costs of delivering natural gas to customers. This includes meter reading and the costs of building, operating and maintaining the distribution system and transmission system.
- For detailed line item information call 1.866.587.8674 to talk to a customer service consultant.
- For further information on how to understand your bill in plain, customer friendly language, please go to www.justenergy.com/customerfriendlybilllanguage

Options for paying your bill:

- through the Pre-Authorized Debit plan
- by internet/telephone banking or in person at most banks
- by mail to PO Box 2533 STN M Calgary AB T2P0R7

If your cheque is returned because of insufficient funds, we will add a service charge to your account

Payment Details

G Last Statement Details

New Charges

H Billing Period

I Usage

Amount of electricity consumed at the service address in a billing period

J Retailer Charges

Total electricity charges based on usage, including green energy charges (if applicable), as well as any other charges related to service i.e. Exit Fees.

K Delivery Charges

Electric distributor costs of delivering electricity reliably and safely to customers. These charges are independent to Just Energy and they are directly from your utility and are tied to your actual usage. These costs include meter readings and the costs of building, operating and maintaining the distribution and transmission systems.

L Total Charges

Useful Information

M For your Information

N Bill Payment Options

