


# Introducing your Just Energy bill.

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.



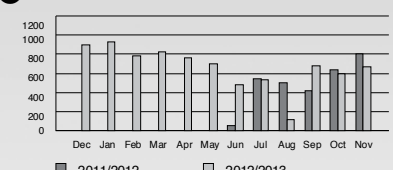
Just Energy Alberta L.P.

Page 1 of 3

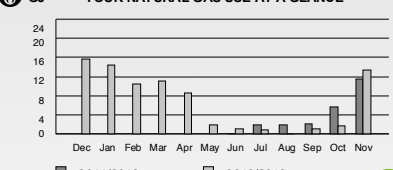
**SMITH, JOHN**  
 For service at 123 REAL ROAD  
 CALGARY AB

**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

**YOUR ELECTRICITY USE AT A GLANCE**



**YOUR NATURAL GAS USE AT A GLANCE**



**Statement Of Account**  
 Account number 9876543210  
 Statement Date December 9, 2013

**You owe \$482.63**  
 Pay by December 30, 2013

**Statement Summary** For details, please turn over

Amount of your last statement	\$182.66
Payments we processed	0.00
Amount outstanding	182.66
New charges	299.97
Administration Fee	9.85
Electric Energy	109.46
Natural Gas	162.09
GST	14.00
Late Payment Charge	4.57
<b>Total payment now due</b>	<b>\$482.63</b>
Payment due after December 30, 2013 (including late fee)	\$494.70

**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.

Account number	<b>Total payment due</b>	Payment due after December 30, 2013	Payment enclosed
98765432010	<b>\$482.63</b>	\$494.70	\$

JOHN, SMITH 2205 Just Energy Alberta L.P.  
 123 REAL ROAD PO BOX 2533 STN M  
 CALGARY AB T2E 0B2 CALGARY AB T2P 0R7

9728350456000131923640000048263201312302

## Account Summary

### A Account Number

Use your account number to log-in to our self-serve portal at [my.justenergy.com](http://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

**If your first Just Energy bill is higher than your previous supplier's bill, this may be due to:**

- Change in billing period
- Different numbers of days in the billing period
- The season
- The months you are comparing (ie: June – July vs. Nov. – Dec.).



# Your Just Energy Bill

**Statement Of Account**  
Statement Date December 9, 2013

Page 2 of 3

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

**Payment Details**

Amount of your last statement	182.66
<b>Amount overdue from your last statement</b>	<b>\$182.66</b>

**New Charge Details**

**ELECTRICITY**

Site: 0030123456789 Price Protection Program  
Billing period: Oct 29 to Nov 26, 2013  
Meter Readings by EPCOR Dist. & Trans.

Meter: 1234567890	
Reading on Nov 26, 2013 (Actual)	18,338.00
Reading on Oct 29, 2013 (Estimate)	17,664.22
Amount of electric energy used	673.78 kWh

**Retailer Charges**

Provided by Just Energy Alberta L.P. 1.866.587.8674

**Electric Energy Charges:**

Oct 01-Oct 28 601.50 kWh at 8.59¢/kWh	51.67
Oct 29-Nov 26 673.78 kWh at 8.59¢/kWh	57.88
Balancing Credit	0.00
Oct 01-Oct 28 -604.51 kWh at 8.59¢/kWh	-51.93
Balancing Credit	0.00

**Green Energy Option - JustGreen Power:**

Oct 01-Oct 28 601.50 kWh at 2.50¢/kWh	15.04
Oct 29-Nov 26 673.78 kWh at 2.50¢/kWh	16.84
JustGreen	-15.11
<b>Subtotal of Retailer Charges</b>	<b>\$74.39</b>

**Delivery Charges**

Provided by EPCOR Dist. & Trans. 780.412.4500  
Consumption: 673.78 kWh

Distribution Charge	36.66
---------------------	-------

Local Access Fee	9.05
Transmission Charge	27.23
Distribution True Up Rider DJ kWh	-12.38
Transmission Balancing Pool Rider G kWh	-7.25
Transmission Deferral Rider K Oct2013 kWh	10.83
Transmission True-Up Rider J Sep13-kWh	3.43
Distribution Charge	-17.85
Local Access Fee	-4.29
Rider	2.55
Transmission Charge	-12.91
<b>Subtotal of Delivery Charges</b>	<b>\$35.07</b>

Subtotal of Electricity Charges	\$109.46
GST (reg. 810908897RT0001) at 5% on \$109.46	5.44
<b>Total Electricity Charges</b>	<b>\$114.90</b>

**NATURAL GAS**

Site: 0001456789123 Price Protection Program  
Billing period: Oct 29 to Nov 27, 2013  
Meter Readings by ATCO North

Meter: T00123-Z45678

Reading on Nov 27, 2013 (Actual)	608.00
Reading on Nov 01, 2013 (Estimate)	595.00
Reading on Oct 29, 2013 (Actual)	594.00
Units of natural gas used	14.00
GJ multiplier	1.0259823
Amount of natural gas used	14.36 GJ

**Retailer Charges**

Provided by Just Energy Alberta L.P. 1.866.587.8674

**Natural Gas Charges:**

Oct 29-Oct 31 0.91 GJ at \$5.59/GJ	5.09
Nov 01-Nov 27 13.45 GJ at \$5.59/GJ	75.19

**Green Energy Option - JustGreen Gas:**

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](http://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** Electricity Billing Period

**I** Electricity Usage

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

**J** Electricity 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** Electricity 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 Electricity Charges

**M** Natural Gas Billing Period

**N** Natural Gas Usage

Amount of natural gas consumed at the service address in a billing period

**O** Natural Gas Retailer Charges

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

## Useful Information

**P** Bill Payment Options



# Your Just Energy Bill

Statement Of Account		Page 3 of 3
Statement Date December 9, 2013		
<b>SMITH, JOHN</b>		
Account number 9876543210		
For service at 123 REAL ROAD		
CALGARY AB		
Oct 29-Oct 31	0.91 GJ at \$1.25/GJ	1.14
Nov 01-Nov 27	13.45 GJ at \$1.25/GJ	16.81
<b>Subtotal of Retailer Charges</b>		<b>\$98.23</b>
<b>Q</b>	<b>Delivery Charges</b>	
<i>Provided by ATCO North 1.800.511.3447</i>		
Consumption:	14.36 GJ	
Distribution Charge	38.06	
Local Access Fee	17.59	
Transmission Service Charge Rider	8.21	
<b>Subtotal of Delivery Charges</b>		<b>\$63.86</b>
Subtotal of Natural Gas Charges		\$162.09
GST (reg. 810908897RT0001) at 5% on \$162.09		8.07
<b>R</b>	<b>Total Natural Gas Charges</b>	<b>\$170.16</b>
<b>\$</b>	<b>TOTAL NEW CHARGES</b>	<b>\$285.06</b>
<b>T</b>	<b>For your information</b>	<b>S</b>
<ul style="list-style-type: none"> <li>A balance is still outstanding</li> <li>If credit arrangements are required, please call Customer Service. If payment has been made, please disregard this notice.</li> </ul>		
<p><b>CANCEL/REBILL LINE ITEMS</b></p> <ul style="list-style-type: none"> <li>In accordance with the Electric Utilities Act and Gas Utilities Act, retailers are required to bill on behalf of the Wire Owner (WO) and Gas Distributor. The line items Cancel &amp; Rebill are an adjustment to your charges that related to the stated billing period(s) from your WO and Gas Distributor.</li> </ul>		
<p><b>LATE PAYMENT CHARGE</b></p> <ul style="list-style-type: none"> <li>We charge a late payment charge of 2.5% on amounts outstanding after the due date shown.</li> </ul>		
<p><b>PLEASE ALLOW A MINIMUM OF 15 BUSINESS DAYS NOTICE FOR CLOSING ACCOUNT</b></p>		
<p><b>PLEASE PROVIDE 45 DAYS NOTICE WHEN MOVING TO A NEW ADDRESS.</b></p>		
<ul style="list-style-type: none"> <li>The customer in account is responsible for all charges until service is formally disconnected.</li> <li>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 <a href="http://www.justenergy.com">www.justenergy.com</a> or in printed form by request.</li> </ul>		

## New Charges

### Q Natural Gas Delivery Charges

Natural gas distributor costs of delivering natural gas 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.

### R Total Natural Gas Charges

### S Total Electricity and Natural Gas Charges

## Useful Information

### T For your Information

