


# Introducing your Just Energy electricity 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.

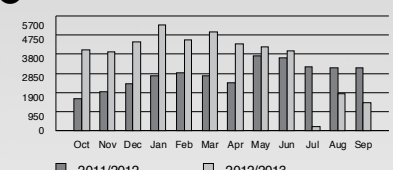

Just Energy Alberta L.P.
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**SMITH, JOHN**  
For service at 123 REAL ROAD  
CALGARY AB

**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

**YOUR ELECTRICITY USE AT A GLANCE**



## Statement Of Account

**Account number** 9876543210 **A**  
**Statement Date** September 16, 2013

<b>You owe</b>	<b>\$30.50</b> <b>B</b>	
<b>Pay by</b>	<b>October 7, 2013</b> <b>C</b>	

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

Amount of your last statement	\$-87.84
Payments we processed	0.00
Amount outstanding	-87.84
<b>New charges</b>	<b>118.34</b>
Administration Fee	6.90
Electric Energy	105.82
GST	5.62
<b>Total payment now due</b>	<b>\$30.50</b>
Payment due after October 7, 2013 (including late fee)	\$31.26


**E** **YOUR ELECTRICITY USE AT A GLANCE**

**F** 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 [www.justenergy.com/ABebill](http://www.justenergy.com/ABebill) to register your account today.

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Tear off here

Turn over for details of your bill


Just Energy Alberta L.P.

### 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.*

<b>Account number</b> 9876543210	<b>Total payment due</b> \$30.50	<b>Payment due after October 7, 2013</b> \$31.26
		Payment enclosed \$

SMITH, JOHN  
PO BOX 7  
CALGARY AB T2E 0B2

15 12

Just Energy Alberta L.P.  
PO BOX 2533 STN M  
CALGARY AB T2P 0R7

946108550900012906740000003050201310078

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](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 September 16, 2013

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

## Payment Details

Amount of your last statement	-87.84
<b>Amount overdue from your last statement</b>	<b>-\$87.84</b>

Subtotal of Electricity Charges	\$105.82
GST (reg. 810908897RT0001) at 5% on \$105.82	5.28
<b>Total Electricity Charges</b>	<b>\$111.10</b>

## New Charge Details

### ELECTRICITY

Site: 0030123456789 Price Protection Program  
Billing period: Aug 8 to Sep 6, 2013  
Meter Readings by FortisAlberta Inc.

Meter: 1234567890	
Reading on Sep 06, 2013 (Actual)	40,542.00
Reading on Aug 08, 2013 (Actual)	39,841.00
Amount of electric energy used	701.00 kWh

### Retailer Charges

Provided by Just Energy Alberta L.P. 1.866.587.8674

#### Electric Energy Charges:

Aug 08-Sep 06 701.00 kWh at 7.99¢/kWh	56.01
<b>Subtotal of Retailer Charges</b>	<b>\$56.01</b>

### Delivery Charges

Provided by FortisAlberta Inc. 310.WIRE (9473)

Consumption:	701.00 kWh
Distribution Charge	32.18
Local Access Fee	0.40
Transmission Charge	15.99
2013 Distribution Adjustment Rider	1.32
2013 Quarterly Transmission Adjustment Rider	4.45
2013 Transmission Adjustment Rider	-0.61
Balancing Pool Consumer Allocation	-3.92
<b>Subtotal of Delivery Charges</b>	<b>\$49.81</b>

**\$ TOTAL NEW CHARGES \$111.10**

## 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 A MINIMUM OF 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](http://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](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 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

