


# Introducing your **Just Energy** natural gas 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.

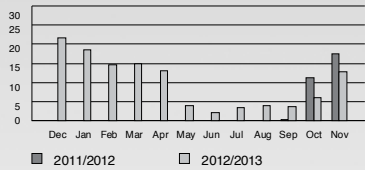

Just Energy Alberta L.P.
Page 1 of 2

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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 NATURAL GAS USE AT A GLANCE**



## Statement Of Account

**Account number 9876543210** A

**Statement Date December 9, 2013**

<b>You owe</b>	<b>\$140.14</b> <span style="color: green;">B</span>	
<b>Pay by</b>	<b>December 30, 2013</b> <span style="color: green;">C</span>	

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


Amount of your last statement	\$0.00
Payments we processed	0.00
<b>New charges</b>	<b>140.14</b>
Administration Fee	6.90
Natural Gas	126.58
GST	6.66
<b>Total payment now due</b>	<b>\$140.14</b>
Payment due after December 30, 2013 (including late fee)	\$143.64

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.

Tear off here

Turn over for details of your bill

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Just Energy Alberta L.P.

**Account number**  
**9876543210**

**SMITH, JOHN**  
123 REAL ROAD  
CALGARY AB T2E 0B2

**Total payment due**  
**\$140.14**

22 12

**Payment due after December 30, 2013**  
\$143.64

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

9743993694000131926630000014014201312304

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 December 9, 2013

Page 2 of 2

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

**Payment Details**

Amount of your last statement	0.00
Amount overdue from your last statement	<b>\$0.00</b>

**\$ TOTAL NEW CHARGES \$132.90**

**New Charge Details**

**NATURAL GAS**

Site: 0001456789123 Price Protection Program  
Billing period: Nov 8 to Nov 29, 2013  
Meter Readings by ATCO North

Meter: T00123-245678	
Reading on Nov 29, 2013 (Estimate)	39.00
Reading on Nov 08, 2013 (Estimate)	27.00
Units of natural gas used	12.05
GJ multiplier	1.0769531
Amount of natural gas used	12.98 GJ

**Retailer Charges**

Provided by Just Energy Alberta L.P. 1.866.587.8674

Natural Gas Charges:	
Nov 08-Nov 29 12.98 GJ at \$5.79/GJ	75.15
<b>Subtotal of Retailer Charges</b>	<b>\$75.15</b>

**Delivery Charges**

Provided by ATCO North 1.800.511.3447  
Consumption: 12.98 GJ

Distribution Charge	29.85
Local Access Fee	14.16
Transmission Service Charge Rider	7.42
<b>Subtotal of Delivery Charges</b>	<b>\$51.43</b>

Subtotal of Natural Gas Charges	\$126.58
GST (reg. 810908897R T0001) at 5% on \$126.58	6.32
<b>Total Natural Gas Charges</b>	<b>\$132.90</b>

**For your information**

**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 natural gas consumed at the service address in a billing period

**J** 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.

**K** 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.

**L** Total Charges

## Useful Information

**M** For your Information

**N** Bill Payment Options

