

## Billing Cycle Change Notice

EQUS constantly strives to create efficiencies and to meet that goal, we have made the decision to move to a calendar month billing cycle, which operates from the first day of the month to the last. This billing cycle change begins January 1, 2017 and member usage will be billed accordingly.

With this change, we encourage members to schedule

meter readings close to the end of the month. Please note, regardless of your actual meter read submission date, our systems are designed to calculate an estimate to accommodate any days between the meter read and the last day of the calendar month. If you have any questions, please contact your Member Service Administrator.

**Please note this will not impact your payment due date. This means pre-authorized withdrawal dates or saved dates in your personal calendar remain the same. However at the end of the year, your bill will be consolidated over a six week period (November 16 until December 31, 2016). This means your bill due January 25, 2017 will include an additional two weeks. This will be a one-time occurrence.**

EQUS hosted a series of member appreciation BBQs across our Service Area during September. Many EQUS members joined our Board of Directors, CEO and staff for lunch at their Area Office, and the Bow Island Facility. The four BBQs were a great success, a great opportunity to connect with our members.

EQUS was encouraged by the many members who took the opportunity to learn about solar micro-generation through SkyFire Energy, EQUS' preferred solar supplier.

To thank our members for being a part of the largest member-owned utility in Canada, we held draws for three \$100 power bill credits for those who attended the BBQs.

Congratulations to Roland Larsson of the North Area,

## Member Appreciation BBQs

Douglas and Phyllis Vincent of the Central Area and Bob Barfuss of the South Area who won the power bill credits.



*Below: Members enjoy BBQ at the Central Area Office in Innisfail on September 14.*

## Transmission Rate Update - Q4

Effective on your service to October 15 billing, your transmission rate has decreased. The FortisAlberta Alberta Utilities Commission (AUC) approved rate, applicable for REAs, for Q4 of 2016 is 2.2751¢/kWh. Included in the calculation of this rate is a 2016

Balancing Pool Allocation Rider (BPAR), which is a credit, Transmission Adjustment Rider (TAR), which is a charge and the Quarterly Transmission Adjustment Rider (QTAR), which is a credit. This reflects a 32.17% decrease from Q3 of 2016.

# Green Your Energy Consumption with our Renewable Energy Credit Program

Prairie Power Ltd., on behalf of EQUS, is proud to continue to offer the Renewable Energy Credit program that essentially allows members to consume green electricity.

## What is a REC?

A Renewable Energy Credit, REC, equals one megawatt hour (MWh) of renewable energy. It is generated from a renewable energy source that typically includes wind, solar, geothermal, biomass and other energy sources. It usually does not include large-scale hydro or nuclear projects. Renewable energy has zero carbon emissions.

## How do RECs work?

Physical electricity cannot be differentiated by the generation source, so it all goes into a grid and is consumed without delineation. When electricity is generated by renewable resources, there is a Renewable Energy Credit associated with the electricity generation that does not go into the transmission grid, rather the REC is separated from the electricity and can be transacted separately. RECs can move freely to other entities with the geographical market established by the government. Regardless of a member's geographical location they can purchase a REC that is created anywhere in the province and apply it to green the effects of their electricity consumption. Through the two

transactions, the electricity and the REC, the member is able to claim that the electricity they are consuming is from a renewable source.

## Why purchase a REC?

Purchasing a REC shows a socially-responsible investment and supports renewable energy projects.

## How much does a REC cost?

The price of a REC fluctuates up and down with market supply and demand. The current price for 2016 is \$20 per REC. One REC would provide green coverage for 1,000 kWh of consumption. The cost of the REC is in addition to the cost of electricity. You can green as much or as little of your electricity consumption as you choose to the nearest half of a REC. If you consume about 1,500 kWh in a month, you could "green" about 100 per cent of your electricity consumption by purchasing 1.5 RECs, equating to about \$30 (REC price \$20 x 1.5 RECS). You can purchase RECs in increments of one half. The number of RECs you choose to purchase will remain constant for one year (January 2017 to December 2017).

*If you have further questions or have interest in greening your electricity consumption, please contact our Main Office at 403.227.4011. If you are interested in participating in the Prairie Power Ltd. REC Program, please complete the form below and return it to EQUS by **December 15, 2016.***

### RENEWABLE ENERGY CREDIT APPLICATION FORM

Member(s) name:	Date:
Account number:	Land location:
Desired volume of RECs per month:	Confirmed monthly volume of RECs:

Volume note: The desired volume of RECs can be any whole or half number (i.e. 0.5, 1.0, 1.5, 2.0, 2.5). There is no minimum or maximum requirement. The desired volume and resulting emission position of the member is at the sole discretion of the member.

**Price:**  
**\$20/REC**  
**(Canadian \$)**

**Acknowledgment:** I hereby acknowledge that I, the undersigned, have committed to purchase an amount of Renewable Energy Credit stated on this authorization form for each month in the period of January 1, 2017, to December 31, 2017, at the price stated on this authorization form.

\_\_\_\_\_  
Signature

## Members Matter: Quarter Three



Congratulations to EQUUS members Marcia and David Pope of Pine Lake, winners of the third quarter Members Matter draw.

These long-time EQUUS members appreciated the advice they received when they came to the Central Area Office to lower their monthly bills. The Area Service Administrator suggested a smaller meter. The Popes were happy with the quick and efficient installation of the new meter.

You too can be a winner like the Popes by sharing your feedback with EQUUS following a service request or new construction. When EQUUS members share their feedback with us they have a chance to win a \$250 power credit, which is drawn quarterly. Any EQUUS member who has a service request, construction project or requested vegetation management service completed is eligible for the quarterly draw.

*Above: Congratulations to the Popes, winners of a \$250 power credit through EQUUS' Members Matter program.*

The next Members Matters draw for a \$250 power credit is December 31, 2016.

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## EQUUS Board of Directors - Call for Nominations

If you have professional or personal experience in finance, government relations, board policy and governance, communications, marketing or other business expertise, the EQUUS Board of Directors wants you!

For more information on becoming a Director of the EQUUS Board and to obtain a nomination package, please contact Marie Grono by email at [mgrono@equs.ca](mailto:mgrono@equs.ca), via phone at 1.403.227.7538 or toll-free at 1.888.211.4011.

**Completed nomination packages must be received on or before December 15, 2016.**

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## ACCA Co-operative Youth Leadership Program

EQUUS proudly sponsors youth among our membership to attend the Alberta Community and Co-operative Association's (ACCA) Co-operative Youth Leadership Program. This program provides participants the perfect environment to build friendships, discover hidden talents, learn new skills and contribute to their own future.

This year, EQUUS sponsored the full cost of attending the program for the children of three EQUUS members. Daniel Kwasnecha, Rheann Nagel and Lucas LaGrange each spent a week at the Goldeye Centre near Nordegg, Alberta developing their communication, leadership and teamwork skills.

Following their time at the ACCA Co-operative Youth Leadership Program, each participant wrote EQUUS a letter detailing their experience. All attendees noted how the program aided in the development of their public speaking skills, and their understanding of co-ops and community. They also expressed how the program helped build their self-esteem.

To learn more about EQUUS' community involvement, visit: <http://equs.ca/community>.



*Rheann Nagel, one of three youth whose attendance at the ACCA Co-operative Youth Leadership Program was sponsored by EQUUS.*

# Result of EQUUS' Annual Member Survey

EQUUS would like to thank its members for filling out the annual member survey and providing valuable feedback that will help us going forward. If you have experienced problems or expressed concerns, we will be contacting you shortly to discuss them.

The following is a summary of feedback provided by members that responded regarding their experience in four different categories: inquiries, power outages, field personnel and overall satisfaction.

## Office Inquiries

- 97.6 per cent of members were satisfied with the service they received when calling or visiting their Area Office.
- 96.8 per cent of members were satisfied with the response time when calling or visiting their Area Office.
- 98.2 per cent of members were satisfied with the response they received when calling the Main Office to discuss their utility account or submit a meter read.
- 98.6 per cent were responded to in a timely manner.

## Power Outages

- 95.5 per cent of members were satisfied with their service after experiencing a power outage during regular business hours.
- 93.0 per cent of members were satisfied with the after-hours call centre service if they experienced a power outage.
- 93.4 per cent of members were satisfied with the response time when experiencing a power outage.

## Field Personnel

- 96.6 per cent of members were satisfied with the service they received when they had contact with our field personnel.

## Satisfaction

- 95.5 per cent of members would recommend EQUUS to a friend, family or colleague.
- 94.6 per cent of members believe EQUUS is the best option for their electric distribution services.
- 96.4 per cent of members are satisfied with their overall service from EQUUS.

## Member Survey Winners

Congratulations to the winners of the member survey draws, who have all been notified! All members who completed the 2016 Member Survey were entered into our draw for one of the following: the grand prize of one \$250 power bill credit, or one of six \$75 power bill credits.



*EQUUS member fills out 2016 Member Survey at Central Area BBQ in September.*

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*It is very important to note that your electrical distribution system provider will always be EQUUS, regardless of who supplies your energy. Members who choose to obtain electricity (retail electricity services) from a party other than EQUUS will not be disadvantaged or in any way be treated differently by EQUUS. For a list of energy retailers, visit [www.ucahelps.alberta.ca](http://www.ucahelps.alberta.ca).*

**Mailing address:** Box 6199, 5803 42 Street, Innisfail, AB T4G 1S8

To report a power outage in your area, or for other services such as construction or vegetation management, please call your local Area Office.

### Main Office

Phone: 403.227.4011  
Toll-free: 1.888.211.4011  
Fax: 403.227.1007

### North Area Office

Phone: 780.967.3340  
Toll-free: 1.888.627.4011  
Fax: 780.967.3018

### Central Area Office

Phone: 403.227.7535  
Toll-free: 1.877.527.4011  
Fax: 403.227.7540

### South Area Office

Phone: 403.625.4154  
Toll-free: 1.888.565.5445  
Fax: 403.625.3569