

Have you downloaded our mobile app? **MyEQUS has exciting new features**

We've been working to make our great new app even better!

Live Outage Updates

Get real-time notifications if your power goes out, so you'll know even if you're not home! You choose if you prefer email or mobile notifications and we'll let you know when we determine your power is out, when we have an estimated time of restoration and when your power is restored.

Report an Outage

Submit your outage information right in the app.

Submit Meter Reads

Submit your meter read from one or multiple meters.

Enjoy the convenience of having MyEQUS at your fingertips. All you need to register is your account number, meter number and postal code.

Download MyEQUS today from the App Store or Google Play.

Check Your Bill

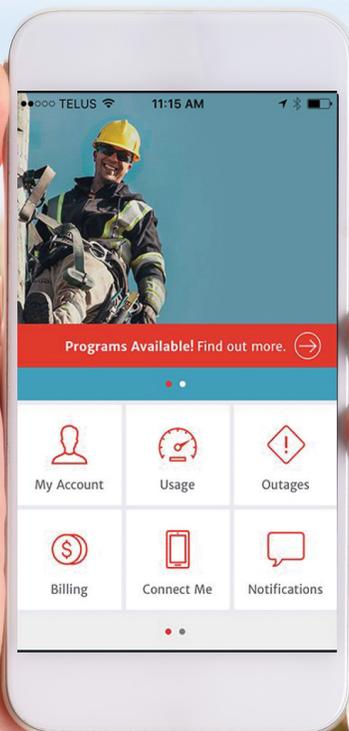
View your current bill, find out when your next payment is due and see your billing and payment history.

View Your Usage

View and compare your current, average and historic usage on multiple meters.

And More...

- Compare your usage to that of others around you
- Submit service requests
- Add your smart appliances



2018 Member Input Session Summary

Thank you to all who joined us! As a co-operative it is important to our Board of Directors that members are able to provide input on our strategic direction and priorities for the coming years. For those who were unable to attend, a complete summary of the comments and the results of the values exercise can be found in the member section of our website.

Those in attendance were asked:

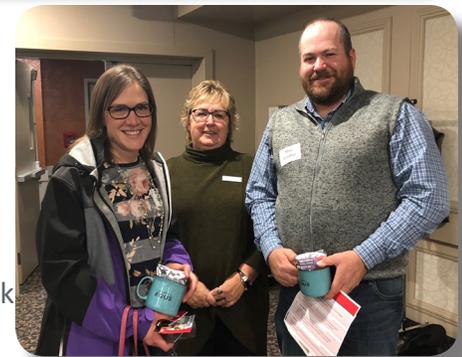
- To review and provide feedback on EQUUS' most significant operational successes in the past five years.
- To review and provide feedback on EQUUS' 2019 major initiatives.
- To select the top eight values which they hold personally from a list of 48 values that were then compared to EQUUS' values.

The two EQUUS values that were shared with our members' top eight were **responsibility** and **community**.

Other common values amongst members in all locations were dependability, financial stability, accountability and communication.

For operational successes, members agreed that increased EQUUS brand visibility and marketing campaigns were a success, as well as improved service and reliability. Several also noted that investing in technology and infrastructure had contributed to those successes.

Many members commented that EQUUS' upcoming major initiatives were on track and would contribute to increased member satisfaction and overall viability.



Operation Round Up(dates)



The Etzikom Museum & Historic Windmill Interpretive Centre applied to Operation Round Up earlier this year for funds to put a new roof on their facility. They were awarded the annual maximum of \$5,000 in funding. That money went towards purchasing supplies and materials and thanks to the hard work of a great group of volunteers, the new roof went on in September.

Applications are now being accepted for funding in the first quarter of 2019, application deadline is March 31. Programs that benefit youth and seniors in EQUUS' Service Area could be eligible to receive up to \$5,000. For more information visit: equs.ca/community/operation-round-up



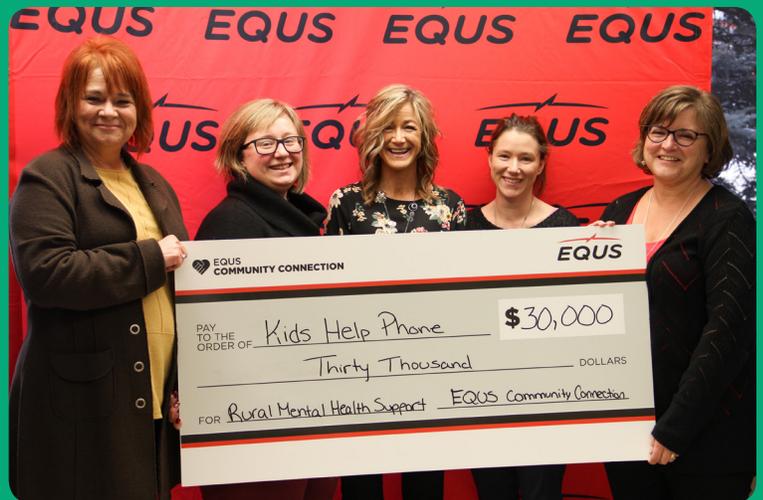
communications@equs.ca

EQUUS Community Connection donates 2018 funds totalling \$30,000 to Kids Help Phone

We are excited to announce that EQUUS' staff charity committee, the EQUUS Community Connection (ECC), has officially teamed up with Kids Help Phone to support the mental health and well-being of youth in our Service Area. Kids Help Phone provides a private, confidential professional counselling and support service to youth across Canada over the phone, online and in a new texting service. ECC funds are raised through EQUUS staff initiatives and our annual charity golf tournament.

These funds will support three key Kids Help Phone services delivered in communities and schools in EQUUS' Service Area:

- **Crisis Text Line:** youth can text a free, easy to remember number to be connected with a crisis responder. Data has revealed that non-verbal platforms such as text and live chat can help youth communicate about serious mental health issues.
- **School Kits:** packages with printed materials promoting Kids Help Phone services will be delivered to schools in EQUUS' Service Area.
- **Live Chat:** EQUUS funds will cover approximately 110 Live Chat counselling sessions with youth in EQUUS' Service Area.



Pictured: Sylvia Whitworth, Director of Development, Kids Help Phone and ECC members Tania Morrison, Corrine Halerewich, Amanda Rivet and Marie Grono

Thank you!

For another year as a member of Canada's largest member-owned utility. Co-ops are a valuable part of our communities and our economy. Thanks to the support of our members we have been able to ensure that dollars stay in rural Alberta communities and that REAs maintain a crucial role in Alberta's electrical distribution market, providing an alternative to the multinational, investor-owned utilities.



Member and Family Events

In 2018 we welcomed over 500 members and their families to events such as the Annual General Meeting, pancake breakfasts, barbecues, Family Fun Day events and Member Input Sessions.



Community Support

In 2018, EQUUS and EQUUS members gave over \$95,000 back to the communities in which we live and serve. Through Operation Round Up, EQUUS Community Connection, sponsorships, donations and scholarships we were able to support initiatives that build up rural communities and provide programs and services to youth and seniors.



Keeping Choice in Rural Alberta

As an REA, EQUUS members own their distribution system and elect the Board of Directors who regulate that system. EQUUS is controlled by members and operated at cost, setting a benchmark for electricity rates and tariffs and producing savings for members rather than profits for stockholders. It is crucial that Albertans maintain control of their services and ensure that money stays in Alberta, not in the hands of international stockholders.

It's time to settle up!

Budget Billing

Please be advised that all budget billing accounts have now been settled up for 2018.

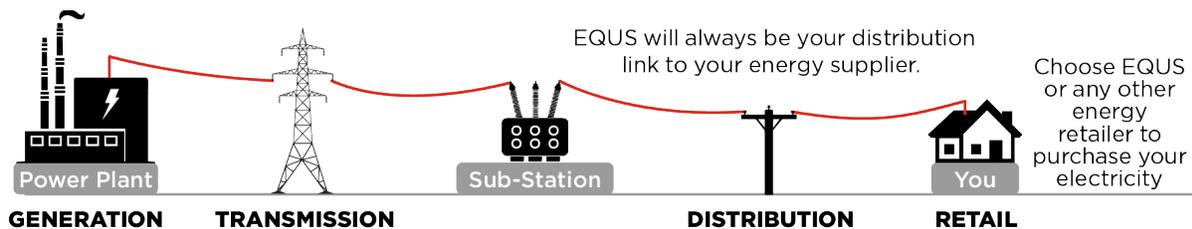
If you are signed up for budget billing, you will see a 'YTD Budget Billing' line on your current bill that indicates whether there is a credit remaining or an outstanding balance.

For those who are on budget billing, it is important that you continue to monitor the 'YTD Budget Amount' and 'YTD Actual Amount' noted on your bill throughout the year. This provides you with the dollar variance between the actual and budget values billed for your power usage. If there is any significant difference in these two amounts, contact your Member Service Administrator immediately to review the discrepancy.

Please remember, if your usage for 2019 increases or decreases, this will affect your budget billing amount and annual settlement.

On your next month's bill, the new budget billing amounts will be calculated based on last year's consumption data at current rates.

To learn more about budget billing, contact your Member Service Administrator at 1.888.211.4011.



All members are free to purchase electricity services through EQUS' regulated rate tariff or from a retailer of their choice. The delivery of electricity to you is not affected by your choice. If you change who you purchase electricity services from, you will continue receiving electricity from EQUS. For a current list of retailers you may choose from, visit www.ucahelps.alberta.ca or call 310.4822 (toll free in Alberta).

Power  Out?

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

1.888.211.4011

North Area Office

1.888.627.4011

Central Area Office

1.877.527.4011

South Area Office

1.888.565.5445

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

EQUS
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DELIVERING MORE THAN **POWER**