

Join us for the 2019 Member Input Sessions

Join us, and have your say on the Board of Directors Strategic Plan for 2020! These sessions are interactive and allow EQUS members to review and discuss the strategic plan with the Board.

This year, the Board's strategic planning session was focused on innovation. The electricity industry is changing in Alberta. Distributed generation, community generation, micro-grids and Automated Metering Infrastructure are some of the innovative ideas that are contributing to that change.

We are seeking input on the value of innovation in long-term sustainability and would also like to discuss what role you feel EQUS can play in the future of rural sustainability and economic development.

All sessions will be held from 6 until 8:30 p.m. and dinner will be provided. For event details, please RSVP to Events Specialist Marie Grono at 403.227.7567 or mgrono@equs.ca.

**Join us at the session
closest to you:**

Stony Plain

November 14, 2019

Red Deer

November 18, 2019

New Location:

Lethbridge

November 20, 2019

Seating is limited, RSVP today!

**EQUS Family Fun Day
at Kraay Family Farm**



Green Your Energy Consumption With Renewable Energy Credits

Prairie Power Ltd., on behalf of EQUS, is proud to continue to offer the Renewable Energy Credit program that allows members to 'green' their energy consumption.

What is a Renewable Energy Credit?

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

How do RECs work?

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 within the geographical market established by the government. Regardless of geographical location, members can purchase RECs that are 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 is a socially-responsible investment and demonstrates support of 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 2020 is \$30 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. As an example, if you consume an average of 1,500 kWh in a month, you could "green" approximately 100% of your electricity consumption by purchasing 1.5 RECs, equating to about \$45 (REC price \$30 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 2020 to December 2020).



*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, 2019**.*

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:
\$30/REC
(Canadian \$)



communications@equs.ca

REMINDER: Board of Director Nominations

The EQUS Board of Directors is now accepting nominations for Directors for 2020.

If you would like to find out more about becoming a Director, or if you would like to obtain a nomination package, you can do so by contacting Joanne Friedl, Executive Assistant.

Phone: 403.227.7534

Email: jfriedl@equs.ca

Completed nomination packages must be received by December 15, 2019.



The results are in from the 2019

Annual Member Survey

Thank you to all who returned the surveys that were included in the August newsletter. We appreciate our members taking the time to share feedback. This survey ensures that we continue to provide excellent customer service to our members. Congratulations to EQUS member Mary Loyk, who won the draw for a \$500 credit on her next bill.

We are pleased to be able to share the results of our 2019 survey including an increase in overall satisfaction, and an increase in the amount of members who would recommend EQUS to a friend, family or a colleague.



Satisfaction

98% are satisfied with their overall service from EQUS

99% were satisfied with the service received from EQUS field staff on their property.

97% would recommend EQUS to a friend, family or colleague.

97% believe that EQUS is their best option for electric distribution services.



Power Outages

98% of those who experienced an outage during regular business hours were satisfied with the service they received.

99% of those who experienced an outage outside of business hours were satisfied with the service they received.



Response Times

99% of those who had called or visited their Area Office in the past year were satisfied with the response time.

97% of those who experienced a power outage in the past year were satisfied with the response time.



Office Inquiries

99% of those who called or visited their Area Office in the past year were satisfied with the service they received.

99% of those who called the Main Office to discuss their account or submit a meter read were satisfied with the service they received.

AMI PROJECT UPDATE

The installation of EQUS' Automated Metering Infrastructure (AMI) is continuing to progress. Over the past months, contractors have been working in EQUS' Central Service Area to complete the installation of the routers, collectors and antennas that will form the secure network through which the meters will communicate.

While the network installation has been successful, the manufacturing of the meters has been delayed. The meters are currently waiting on final approvals from Measurement Canada, a process which has taken longer than was initially anticipated. As such, the installation of the Central Area meters is now expected to begin in early 2020. Network equipment installation in the North and South areas will proceed as scheduled in 2020.

A reminder to all members to continue submitting meter reads as usual until you are notified otherwise.

For more information about the project and schedule, please visit equs.ca/AMI, or email AMI@equs.ca.

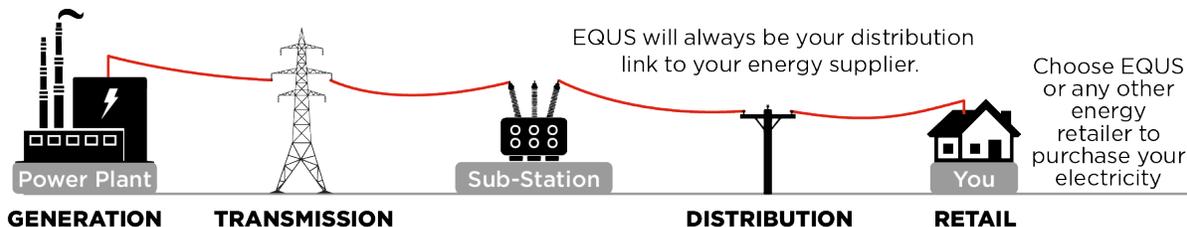
Third Quarter Transmission Rate

Quarterly update on transmission charges

Effective on your service to October 31 billing, your transmission rate decreased. The FortisAlberta AUC approved rate, which is applicable for REAs, for Q4 of 2019 is 4.8957¢/kWh. Included in the calculation of this rate is:

- a 2019 Balancing Pool Allocation Rider (BPAR), which is a charge;
- a Transmission Adjustment Rider (TAR), which is a charge; and
- the Quarterly Transmission Adjustment Rider (QTAR), which is a charge.

This rate reflects a 0.77% decrease from Q3 of 2019.



*Members are free to purchase electricity services from a retailer of their choice.
For a list of retailers, 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**

DELIVERING MORE THAN POWER