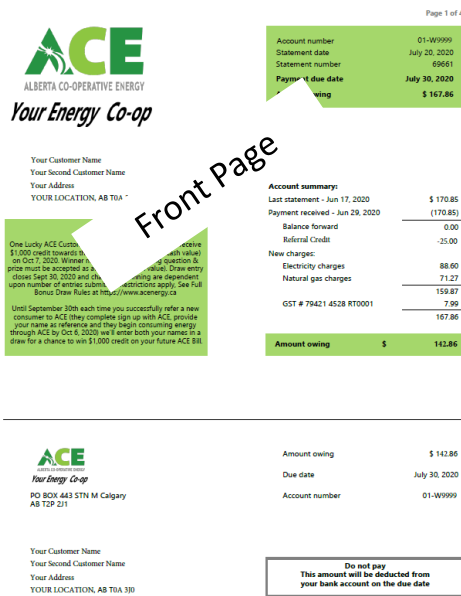


What is on your bill and how are the charges derived:

There are three (or more) pages to your bill, depending on your number of sites enrolled. The front, or first page, provides an overview of the information that relates to the account, a summary of charges, and a bill message. The second and subsequent pages (if you have more than one site) provide for a breakdown of those charges. The last page provides contact information, definitions and the payment options and terms. There is a lot of information in your bill, the bill layout and line items not only provide transparency but also are in alignment with the Alberta Utilities Commission requirements.

The following more fully describes the different components that are used in communicating and calculating the charges:



Account number: Each one of our consumers/members is given a unique account number. This number is important for proper application of payment, historical referencing for trends related to consumption and tracking/reporting of all maintenance.

Payment due date: Your electricity and/or natural gas bill is due on the date shown as Payment Due Date (in the green top right corner box).

Account summary: This area provides for the amount due on your last statement, any payments made on the prior amount due, the amount due prior to accumulation of any new (or current) charges and may include the ACE membership fee and/or the credit for referring a new customer.

New charges are also highlighted in this section and are summarized into the main categories of Electricity and/or Natural Gas (each of which include Energy charges, Distribution charges, Transmission and related charges, Other charges (these are more fully described on the last page of the bill) and GST).

Amount owing: This is the total amount due at the Payment due date (as indicated near the top of the bill). Should less than this amount be remitted by the due date, late payment penalties will accrue on the amount remaining unpaid.

Bill message: On the left side of the bill (in the green box), we highlight any key messages that might be important for the ACE consumer / co-op member to be made aware of.

Remittance slip: On the bottom of the front page is a section that can be detached and submitted with payment when mailing or when paying at your banking institution. Our payment options are automatic pre-authorized debit (PAD) and pre-authorized (or authorized) credit card payment or you may choose online banking. Please be advised that when paying by credit card a convenience charge of 2.5% is applied to cover the cost charged to ACE by the credit card company/bank.

The remittance slip also provides for a re-statement of the amount due, the payment due date and your account number.

Your bill is primarily sent via email, or you may choose to receive a paper version if you don't have email. Please call us at **1-888-865-8750** or email us at billing@acenergy.ca to make any changes for you.

**An electronic version of your bill is available for access, by you, at any time through the My Account portal contained on the ACE website (<https://www.acenergy.ca/>). Signing up for access is easy, however if you experience any issues, please call us at 1-888-865-8750 and we'll be happy to assist.*

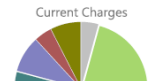
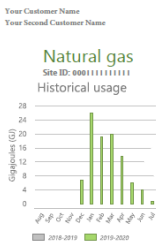


Table with 5 columns: Description, Unit, Rate, Usage, Amount. Includes retailer charges for June 7 to July 9, 2020 totaling \$13.29.

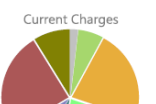
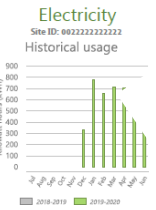


Table with 5 columns: Description, Unit, Rate, Usage, Amount. Includes retailer charges for May 21 to June 18, 2020 totaling \$56.80.

Footer section containing contact information, definitions, and distribution services for various municipalities.

and/or Energy Charge

Pays for: The electricity and/or natural gas you use each month.
Details: Electricity and/or natural gas is charged on a Variable rate (fluctuates every month) or a Fixed rate (same rate every month), or for electricity only, a Micro-Gen rate (for those using solar) along with the Energy Management Rate (if applicable).

Distribution Charge

Pays for: The costs related to maintaining the distribution system as well as general utility operations. Distribution fees support networks that move electricity and natural gas to your home, for your use.
Details: This charge is collected to help cover delivery related costs. These charges are reviewed and approved by the Alberta Utilities Commission.

Transmission Charge & Transmission Adjustment Rider

Pays for: Upgrades and maintenance for the wires and infrastructure that moves electricity from generation facilities to the Alberta communities (i.e. distribution system) where it is used. Or for upgrades and maintenance to gas lines and infrastructure that moves natural gas from processing or holding facilities to the Alberta communities where the gas is consumed.
Details: The demand, fixed and variable charges (including rate riders) that the distribution company is required to pay for transmission service to the distribution system of either the electrical or natural gas provider.

Local Access Fees (for electricity) and Municipal Franchise Fees (for natural gas):

Details: amount levied by municipalities for the use of municipal land upon which electric and natural gas distribution systems are located.

Balancing Pool Allocation

Pays for: Balancing cash flow associated with power purchase arrangements (PPA) and related events resulting from deregulation (for electricity only).
Details: Created by legislation, the balancing pool allocation hands back the costs and benefits of PPAs and related events resulting from deregulation to all Alberta ratepayers. Amounts collected are remitted to distributors, on behalf of the regulator.

Billing Administration Fee

Pays for: Billing and customer service
Details: Administration fees go towards costs such as billing and customer services, billed as a flat (fixed) monthly fee.

Federal Carbon Tax

Pays for: Federal carbon tax on natural gas
Details: A Federal tax charged based on the amount of natural gas consumed.

