



Exciting News! We've Successfully Transitioned to Our New Billing Partner, Energize Alberta!
We're thrilled to introduce you to our new and improved billing system designed with YOU in mind.

Here's how to get started:


Your Next Steps:

1. Set Up Your Customer Portal Password

Get easy access to your account anytime!

- Simply click <https://acenergy.energizealberta.com/login>
- Select **"Forgot your password?"** to receive a secure reset link via email
- For quicker access in the future, click **"Remember Me"** and add the page to your favorites

Through the new portal, you can view both current and past statements, manage your payment options, and more—all in one place!

Haven't received your monthly billing statement yet? Don't worry it may be delayed a few days. When you receive the email from [Alberta Co-operative Energy <billing@acenergy.ca>](mailto:billing@acenergy.ca), just click on the blue button  to view your statement (no need to sign into the portal, unless you'd like to review previous statements or just want to explore the new portal). If you have any questions or concerns, please contact our team.

2. Update Your Payment Information

To keep things running smoothly, please review and update your stored payment details in the new system.

- **For Credit Card Users:**
Starting today, we'll send you a secure link with step-by-step instructions to update your payment info safely. Your privacy is our priority, so please don't send personal banking details via email. Need help? Just reach out—we're here for you!

3. Review Your Upcoming Billing Statements

As we finalize this transition, we encourage you to review your statements to ensure everything is spot-on. Have questions about charges, rates, or anything else? Our friendly team is just a call or click away!

Please feel free to contact us by conveniently talking with a live representative using our Online Chat on the ACE website at <https://www.acenergy.ca>, or by email at customercare@acenergy.ca or by calling 1-888-865-8750 (local and toll-free) with any concerns or inquiries you may have.

Thanks for being a valued part of our community. We're excited to continue serving your energy needs—with even more ease and efficiency!

Warm regards,

Vicki Zinyk, CEO - Alberta Cooperative Energy