



Ermineskin REA Starts Supplying Power to Members

Since 2000, de-regulation has changed the way electrical energy is priced and billed to everyone. We have seen many changes and players in the electrical market.

The current Regulated Rate Option (RRO) provider (EPCOR) energy contract ended in December 2005. Your Board of Directors has investigated all the different options that are available to the REA. A decision has been made that enables the Ermineskin REA to be the RRO provider with a focus on improving customer care to our members.

How:

- ❖ The Ermineskin REA is a non-profit organization
- ❖ Cheaper rates than other competitive companies
- ❖ Creating employment
- ❖ Closer & In-depth customer care

This newsletter will help you understand how this decision affects you.

As unanimously recommended by your board, effective January 1, 2006, our REA will become the provider of the RRO Rate to all members of Ermineskin. But, with this said, we are under an obligation by the Alberta Department of Energy's initiative called 'Customer Choice'; to advise you that you still have the option of electing to choose another retailer if you so wish. For a list of retailers, please go to the Government of Alberta website at www.customerchoice.gov.ab.ca.

Payment Options

As of now due to short amount of time given to produce the first billing period, we advise you to please pay your first bill directly at the Ermineskin REA office, which is located in the Ermineskin Planning & Research building, across from the band office. This will also give you a chance to meet the staff and ask any questions or concerns that you may have.

The easiest payment method and our preferred method of payment is the Pre-Authorized Payment Plan. We will send you your monthly bill and debit your account on the 18th of each month. This eliminates any worries if your payment being received is late or if it will miss the due date. There is a simple form for you to fill out and sign on the next page. Please fill it out and mail it back to us. You can pay at any bank, pay through telephone banking or your internet banking if you are set up with your bank. You can also mail your payment to Ermineskin REA, Box 1920, Hobbema, AB T0C 1N0.

Default of Payment

If you default on paying your power bill, the following will occur:

- ❖ 2% per month penalty assessed,
- ❖ After 30 days of a missed payment, the President will call you to find out why you have not paid,
- ❖ After 60 days of a missed payment, a disconnection notice will be delivered to you plus a \$100.00 notification fee will be assessed on your bill,
- ❖ After 90 days of a missed payment, your service may be completely disconnected or a limiter installed on your premises. A limiter allows approximately enough power for your furnace to run and one light bulb. Your power will not be restored until your account is paid in full plus a reconnection fee of \$250.00.

These rules may change at any time.

Outage Information

FortisAlberta will be continuing to provide Operation and Maintenance services as well as outage service to our REA. If the power goes out, please call FortisAlberta at 310-WIRE(9473)

Member Care

The Board of Directors have contracted Member Care out to Utility Network & Partners Inc. (UTILITYnet). UTILITYnet is an Alberta based company that has been providing energy services for the last 25 years to industrial consumers in Alberta. The billing software product and service that was expressly designed to meet the needs of REAs is called ZYNXX. Their staff is very knowledgeable on the energy market and will be providing assistance to the Board of Directors. We would like to welcome UTILITYnet to our REA. Your key contact person in Vegreville will be Mary Schick, General Manager of ZYNXX. For more information on UTILITYnet and ZYNXX please visit their web sites at www.UTILITYnet. And www.ZYNXX.com.

Billing Inquiry Contact Info

You can phone to speak with a Trevor Saulteaux who will be our representative of Ermineskin REA by calling direct (780) 585 - 4037 or call (780) 585 - 4006, Monday thru Friday, 8:30-4:30. If you leave a message, either Trevor Saulteaux or Rhonda Small will get back to you.

Our Team

Utility Operations Manager Trevor Saulteaux
Director Rhonda Small
Utilitynet/ZYNXX Mary Schick
Utility Billing Clerk Open (closing date: March 7, 2006)

Board of Directors:

Gladys Piche (elder)
Maureen Wildcat (vice chair)
Audrey Ward (treasurer/secretary)

Rick Lightning (portfolio)
Vivian Wildcat-Littlelight
Alex Littlechild

Open Position (closing date: March 13, 2006)



PO Box 1920
Hobbema, Alberta T0C 1N0
PHONE: (780) 585-4037 or (780) 585-4006

APPLICATION FOR PRE-AUTHORIZED PAYMENT PLAN

Please complete this form to enroll in the Pre-Authorized Payment Plan.

Account # _____

Name of Account Holder(s) _____

Mailing Address _____

Town/Province _____ Postal Code _____

Home Phone # _____ Work Phone # _____

I hereby authorize Ermineskin REA Ltd. and the financial institution on my VOID cheque to begin withdrawals for payment of my Ermineskin REA Ltd. account. This authority is to remain in effect until I notify UTILITYnet of its termination.

X _____

X _____

Authorized signature(s)

For bank accounts that require more than one signature—please provide all required signatures.

Please return this form to:

Ermineskin REA Ltd.

Box 1920

Hobbema, Alberta T0C 1N0

Please attach a blank cheque marked VOID to this application.

Payments will be deducted from your account on the 15th day of each month.

Who Has Access to my Account?

The Alberta Government has introduced the Alberta Personal Information & Privacy Act. This act requires us to make sure that we do not give out your information to anyone who you have not given authorization to. In order to allow others access to your information (for example, your spouse, a family member or a business partner) we must have a completed Personal Information Authorization Form. We will not release your information to anyone prior to having the form completed and sent back to us. If you do not send it back to us, the name on the account is the only person who will have access to the account and only will that person be able to discuss the account with UTILITYnet. Past history has shown that a spouse may call to ask what the outstanding balance is on the account so that they may pay the account, if the spouse's name is not on the account and the Personal Information Authorization Form is not filled out with the spouse's name, UTILITYnet will be unable to provide the account balance. We understand that this is very frustrating, however, the government has made a law about this and we wish to obey government law. If the account is under a company name, it is very critical to have this form filled out. Please mail this form to Ermineskin REA, Box 1920, Hobbema, AB T0C 1N0

PERSONAL INFORMATION AUTHORIZATION FORM

I/(We) _____ give permission to
_____ to request information on my/(our)
account(s). The information that they are privy to will consist of:

- _____ Contact information,
- _____ Financial information,
- _____ Consumption information,
- _____ Authority to change breaker size

Please check the all of the above categories that apply.

Dated _____

Signature of Account Holder _____

Print Name _____

Signature of Account Holder _____

Print Name _____