

Definitions and explanations of terms

Rate schedule

The amount of your bill is calculated in accordance with the schedule of rates as set out in the terms and conditions for Electric Service that are filed with and authorized by the British Columbia Utilities Commission.

A copy may be obtained online at fortisbc.com, or by calling FortisBC toll free at **1-866-436-7847**.

Where applicable, GST is shown on the bill.

Customer charge

This charge is applied every billing period. This charge recovers a portion of the cost of assets that remain in place whether or not power is actually consumed. This includes not only readily visible things such as your transformer, meter and drop service, but also the distribution lines, transmission lines and substations which must remain in place whether or not electricity is consumed. The charge also recovers a portion of the costs of services such as billing.

Overdue accounts

Overdue accounts will incur a 1.5% per month late payment charge (19.56% per annum).

Disconnection of service

If we have not received payment for your previous bill, you will see an "Important notice" message printed on the front of your bill. In order to avoid disconnection of service, you must pay the overdue balance immediately, and pay your current charges by the due date shown.

PLEASE ADVISE US IMMEDIATELY IF YOU HAVE RECENTLY PAID AN OVERDUE AMOUNT.

If your overdue amount remains unpaid and your service is disconnected, you must pay the total amount due, a security deposit, and a reactivation charge in order to reconnect your service.

Estimated bills

On occasion, we are unable to secure a reading on the scheduled date. Under our filed tariff, we are permitted to estimate your bill based on your past energy usage. The next actual meter reading will adjust for any over or under estimate.

Pro-rated bills

On occasion, your bill will be pro-rated if the period between your meter readings is shorter or longer than usual (as is often the case when you connect a new service or disconnect your service). In this case, the charges will be adjusted to reflect the length of the service period.

Returned cheque service charge

If a cheque received for the payment of an electrical service account or other billing is returned for any reason, a service charge will be applied to your account as per our terms and conditions.

On the web

Log in to your account at fortisbc.com to view your account history, view usage information, update account information or sign up to receive your statement via paperless billing.

Moving?

Please contact FortisBC at least 48 hours before you change residence, and tell us when to close your account. You are responsible for all charges until you close the account at your old address.

Privacy

FortisBC operates in accordance with British Columbia privacy legislation. Visit fortisbc.com to review our privacy policy.

FortisBC's GST registration number is R105645642.

Questions?

If you have any questions about your bill, your service, a power outage or any other electrical matter, please contact us. Call toll free **1-866-436-7847**.

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Paying your bill is easy

Call customer service at **1-866-436-7847** or visit fortisbc.com for more information about ways to pay your bill, including:

- Pre-authorized Payment Plan — our automatic withdrawal service means no more late fees
- Equal Payment Plan — divide your annual bill into easy monthly instalments

Financial institutions: Pay by internet, telephone, or in person at most banks and other financial institutions. Most financial institutions require your payment stub when you pay in person.

Drop box: Deposit a NON-CASH payment (cheque or money order) and your payment stub in the drop box located outside some FortisBC offices.

Mail: Send your cheque to the following address:

FortisBC—Electricity
PO Box 8970, Station Main
Vancouver, B.C.
V6B 4E2

Please allow sufficient time for your payment to be received by the due date. If your overdue balance has not yet been paid, please pay it immediately to avoid late charge penalties, or disconnection of service.

FortisBC's GST registration number is R105645642.