

Your Power Bill

Some Commonly Asked Questions



**YUKON
ENERGY**

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Why is my power bill so high? I haven't been doing anything different.

There are several reasons why your bill may appear higher than normal. The number of days between readings is a factor. The billing cycle ranges from 27 to 35 days. During the cycles that include more days, your bill is likely going to be higher than for shorter cycles (when comparing similar seasons).

The trick to determining if your electricity usage is up or down is to divide the consumption shown on your bill (eg. 784 kWh) by the number of days indicated on your bill (eg. 29). This calculation is your daily consumption, which you can then compare to earlier billing periods.

During the cold dark months of winter, most people use more electricity. People tend to have their lights on for longer, they often plug in their vehicles more often, and if they are heating with electric heat, their bills will reflect that.

At Christmas, there is often more cooking. There may be house guests, or children home from public school or university, meaning more hot water is used.

During cold weather, some people supplement their home heating with small portable electric heaters. Those heaters are power hogs, using on average \$130 a month each.

If after considering all of these things you still think your bill is too high, let us know. We will get another meter reading and compare your most recent consumption to your latest bill.



Why was my bill estimated and how is it determined?

We do our very best to read meters every month. However if we can't get to your meter for some reason, our system does an estimate. For example, we may have to do an estimate during extreme weather or because there is something preventing us from getting to your meter (a locked gate, an aggressive dog, or a path that has not been cleared).

In doing an estimate, our system is set up to use the previous year's usage. For instance, if you used approximately 12,000 kWh last year, the system would take that number, divide it by 365 days and then multiply it by 30 days to come up with the figure for the month (in this case 986 kWh). The next time your meter is read, we take your actual energy usage and true it up with the estimate gathered from the previous month.

If you have not been living at your residence for more than a year, the system has no history to go on, and estimates may be out of line. If we can get an actual read after the billing, we can adjust the estimated consumption as necessary and rebill your account.

What can I do to reduce my power bills?



There are a number of tools on our website that will help you determine how much electricity you are using and suggest ways to cut back on your power consumption.

The first is an energy calculator, which can be found at: yukonenergy.ca/customer/tips_tools/calculator/

Here are a few examples of what you'll learn by using the calculator: in winter, many Yukoners tend to plug in their vehicles from the time they get home in the evening until the time they leave home the next morning. For a large vehicle, that practice is going to set you back almost \$44.00 a month. By using a timer and having your block heater working for just four hours, you can bring that cost down to under \$15.00.

By line drying your clothes instead of using an electric clothes dryer, you can save about \$100 a year.

By replacing your old florescent lights with LED lights can also save you up to \$100 a year.

Having your hot tub plugged in all the time will cost you about \$140 a month. By just having it plugged in eight hours on week-ends you can save up to an estimated \$128 a month.

We encourage you to spend some time with this calculator and see where else you might be able to save electricity by making simple changes.

Another tool you might find useful is our energy savings home, found at: yukonenergy.ca/customer/tips_tools/home_tour/

It has all kinds of ideas of things you can do to reduce your energy consumption.

Finally, get some tips from some of our Energy Ambassadors such as Bev Buckway. Learn all about what they are doing to cut back on their power bills by visiting yukonenergy.ca/customer/tips_tools/



What are my options for paying my bill?

Yukon Energy customers can pay electricity bills the following ways:

- ◆ Online
- ◆ Telephone banking
- ◆ In person at Yukon Energy's Dawson City and Whitehorse offices, or at the local banks
- ◆ By Canada Post
- ◆ Pre-authorized Payment Plan: the payment comes out of your chequing account each month on the day the payment is due. You will still get a bill, but the bill will state "do not pay – automatic withdrawal." Sorry, we cannot set this up on credit cards.

We accept cash, cheques, debit, VISA or Mastercard, although credit cards can only be used for personal accounts up to \$500, not commercial ones, and—as mentioned above—they can't be used for pre-authorized payment plans.

Want to Know More?

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