

Your Billing Questions Answered



May 2016

How do I pay my bill?

Yukon Energy customers can pay electricity bills:

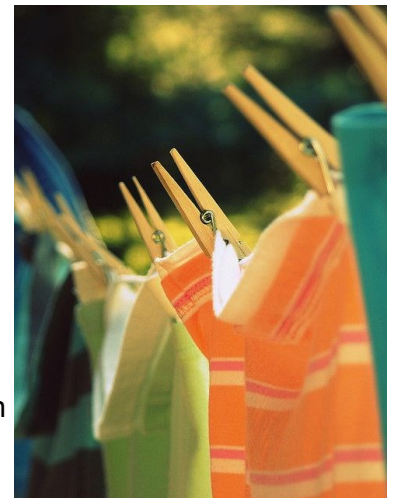
- ◆ Online
- ◆ Through telephone banking
- ◆ In person at Yukon Energy's Dawson City and Whitehorse offices
- ◆ By Canada Post
- ◆ Through a pre-authorized payment plan: the payment comes out of your chequing account each month on the day the payment is due. You will still get a bill, but the bill will state "do not pay – automatic withdrawal."
- ◆ 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 they can't be used for pre-authorized payment plans.



How can I reduce my electricity costs?

There are many simple ways you can reduce your electricity bills. Here are a few suggestions:

- ◆ Use a block heater timer. 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 can cost almost \$44.00 a month. By using a timer and having a block heater working for just four hours, the cost can drop to under \$15.00. There are rebates of \$10 for mechanical block heater timers through the inCharge electricity conservation program. Visit www.inchargeyukon.ca for details.
- ◆ Line drying clothes instead of using an electric clothes dryer can save about \$100 a year.
- ◆ Replacing old florescent lights with LED lights can also save up to \$100 a year. There are rebates of \$7 for each package of ENERGY STAR® LED bulbs (up to 8 packages a year) available through inCharge.
- ◆ Having a hot tub plugged in all the time will cost 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.



Why did my power get cut off?

It's rare that Yukon Energy has to disconnect a customer's electricity for non-payment. We do this only as a last resort when all other attempts to collect payment have failed.

Here is the process we follow:

- ◆ We issue electricity bills approximately every 30 days. If you don't pay your bill by the due date indicated on the statement, the amount owing is reflected in the next monthly bill, sent about a month after the initial one.
- ◆ If we haven't received payment by the due date on the second bill, and if you owe \$20.00 or more, we will send you a pending disconnect notice.
- ◆ If you have not paid the amount owing on your first monthly bill by about 66 days after it is issued, we regrettably must disconnect your power. Before we take that step, we try to contact you and we check one last time to see if you have sent us payment.
- ◆ Once disconnected, you will have a charge of \$63.00 added to the total amount owing. This additional charge covers the cost of restoring service. You will find the overdue amount plus \$63.00 written on the bottom of your collection notice. We will also require a deposit; this amount is added to your total bill.



How can I get my power restored?

If you are at home at the time of the disconnect, you have several options:

- ◆ You can pay our service employee the entire amount owing (cash only);
- ◆ You can phone our Dawson office and make full payment via credit card; or
- ◆ You can provide proof to the Powerline Technician that you have made an online payment for the arrears balance.



Have other questions?

(867) 393-5333
janet.patterson@yec.yk.ca
www.yukonenergy.ca