

Yukon Utilities Board

Box 31728

Whitehorse YT

Y1A 6L3

October 22, 2024

Dear Colleen Henry (on behalf of Yukon Utilities Board)

Thank you for your response to my complaint about my two electrical locations. I have attached a years' worth of electric bills for both locations. The biggest problem with [REDACTED] was the multiple estimates. They hound us to make sure the pathway is clear for them then for three months over the winter they didn't even both reading the meter. I find this to be unacceptable. Why should I do what they ask by keeping the pathway clear then they don't even bother to read it. When asked why they didn't read the meter they don't know...could be short staffed could be, couldn't get to meter, could be the cold. What ever the reason is, they need to fix that problem. Those meters need to be read properly every month to avoid what they did to me giving me huge and outrages bills. When speaking to them on the phone, they are wonderful staff but they don't seem to think it is a big deal.

"Oh it was just fixing the estimates" like everyone has an extra \$700 laying around...

As far as all the other information you asked for I think the bills will tell you all that you need. You say my complaint will be on their web site...which is fine but I would prefer my bills don't show up on line please or I will need to redact them first.

I understand that estimates are probably acceptable but the surprise bills are not. I will be taking a picture of my meter on or around the 15th of each month so in case they get lazy again and don't read the meter I can prove what it was. I used to trust them...I don't any more. Its not like we aren't paying 50% of the bill for usage and the other 50% made up charges. I sure wish I could do that....

The other location is [REDACTED]. This is the one the told me they had the wrong demand charge in since January. They did not tell me what amount they used or what amount it was changed to but the huge bill as a result tells me it was off lots. In addition they didn't bother reading the meter again in July. I am approximately 1-2 blocks from them. My meter is easy to get to and it wasn't cold. So what was their excuse this time. There is no excuse good enough to not read the meter in July. ./.2

(2)

That is ridiculous. If you don't have someone to read meters one day...send them out the next day. Don't just skip the month.

I find them to be way to casual about sending bills as high as this. My bills are usually fairly stable with higher usage in summer months because I have three ice machines that run almost constantly for my other business [REDACTED]

Electric bills have risen outrageously high in recent years so to have this happen just makes it worse. I have not paid the ridiculous bills at this point for either location. Once these complaints are filed and responded to, I will look into doing that. I am looking forward to Atco doing the right thing...but I will not hold my breath because they are a utility company and they NEVER DO WRONG.....and the consumer is always stuck paying. As I said in my initial letter this is not acceptable business practice and it needs to STOP!

Thank you for listening and passing it on to Atco management. I look forward to their response.

Sincerely Yours



Carol Church



Home

ATCO Electric

FOR ACCOUNT INQUIRIES PLEASE PHONE: 1-867-633-7000

YUKON
100-1100 Front Street, Whitehorse, Yukon, Y1A 3T4

CUSTOMER COPY

PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	JAN 19 2024

AMOUNT DUE 396.05

CURRENT CHARGES DUE DATE FEB 09 2024

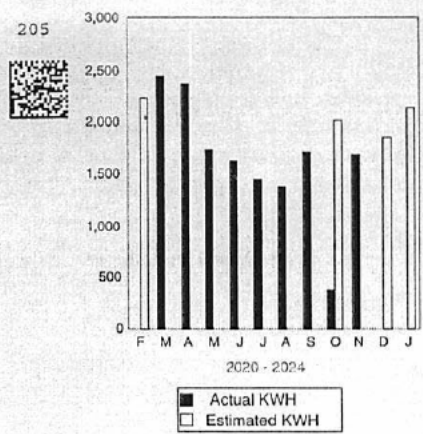
AMOUNT PAID CREDIT CARD PYMT

CAROL CHURCH
[REDACTED]

SERVICE ID	CYCLE	RATE
2240022188	13	1160 - Residential Service Hydro Non-Government

METER NUMBER	BILLING PERIOD		# DAYS	READINGS / CODES		DIFF (KWH)	METERING MULTIPLIER	ENERGY USED (KWH)	CHARGE DATE
	FROM	TO		From	To				
G00791-84615583	Dec 13	Jan 15	33	46286 E	48415 E	2129	X 1.0000 =	2129	Jan 19 2024
TOTAL								2129	

CONSUMPTION BY BILLING CYCLE



PREVIOUS BALANCE		336.39
JAN 12 PAYMENT THANK YOU		336.39 CR
BALANCE FORWARD		0.00
CURRENT CHARGES		
CUSTOMER CHARGE	14.65	
ENERGY CHARGE	266.14	
AEY RATE ADJUSTMENT RIDER	26.49	
FUEL ADJUSTMENT RIDER	18.98	
RIDER S - PURCHASE POWER ADJUSTMENT RIDER	2.13	
YEC TEMPORARY RATE TRUE UP	8.45	
YUKON ENERGY REVENUE SHORTFALL RIDER	110.59	
YUKON INTERIM ELECTRICAL REBATE	22.62 CR	
SUB-TOTAL	424.81	
GST (#R105778294)	21.24	
CURRENT BILLING	446.05	446.05
JAN 01 YUKON INFLATION RELIEF REBATE		50.00 CR
AMOUNT DUE		396.05
TOTAL GST AMOUNT \$ 21.24		

MESSAGE CENTRE

Do not pay. This statement is for your information only. The following payment will be made automatically:
FEB 09 CREDIT CARD PAYMENT \$396.05.

ATCO Electric

YUKON

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CUSTOMER COPY

CAROL CHURCH

PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	FEB 21 2024

AMOUNT DUE **776.80**

CURRENT CHARGES DUE DATE MAR 13 2024

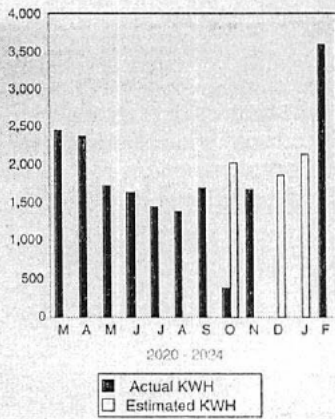
AMOUNT PAID CREDIT CARD PYMT

METER NUMBER	BILLING PERIOD		# DAYS	READINGS / CODES		DIFF (KWH)	METERING MULTIPLIER	RATE	
	FROM	TO		From	To			ENERGY USED (KWH)	CHARGE DATE
G00791-84615583	Jan 15	Feb 13	29	48415 E	51987 A	3572	X 1.0000 =	3572	Feb 21 2024
TOTAL								3572	

261



CONSUMPTION BY BILLING CYCLE



PREVIOUS BALANCE

FEB 09 RETURNED PAYMENT *VISA EXPIRED*
 FEB 09 PAYMENT THANK YOU
 FEB 09 PAYMENT THANK YOU

396.05
 396.05
 396.05 CR
 396.05 CR

BALANCE FORWARD

0.00

CURRENT CHARGES

CUSTOMER CHARGE 14.65
 ENERGY CHARGE 463.67
 AEY RATE ADJUSTMENT RIDER 51.66
 RIDER S - PURCHASE POWER ADJUSTMENT RIDER 3.57
 YEC TEMPORARY RATE TRUE UP 14.40
 YUKON ENERGY REVENUE SHORTFALL RIDER 214.48
 YUKON INTERIM ELECTRICAL REBATE 22.62 CR
 SUB-TOTAL 739.81
 GST (#R105778294) 36.99

CURRENT BILLING

776.80

776.80

AMOUNT DUE

776.80



MESSAGE CENTRE

Do not pay. This statement is for your information only. The following payment will be made automatically:
 MAR 13 CREDIT CARD PAYMENT \$776.8.

ATCO Electric

YUKON

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CUSTOMER COPY

CAROL CHURCH

PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	APR 04 2024

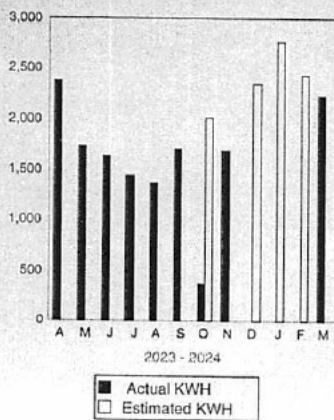
AMOUNT DUE	453.51
CURRENT CHARGES DUE DATE	APR 25 2024
AMOUNT PAID	CREDIT CARD PYMT

METER NUMBER	BILLING PERIOD		# DAYS	READINGS / CODES		DIFF (KWH)	METERING MULTIPLIER	ENERGY USED (KWH)	CHARGE DATE
	FROM	TO		From	To				
G00791-84615583	Nov 15	Dec 13	28	44434 A	46784 E	2350	X 1.0000 =	2350	Mar 18 2024
G00791-84615583	Dec 13	Jan 15	33	46784 E	49553 E	2769	X 1.0000 =	2769	Mar 18 2024
G00791-84615583	Jan 15	Feb 13	29	49553 E	51987 E	2434	X 1.0000 =	2434	Mar 18 2024
G00791-84615583	Feb 13	Mar 13	29	51987 E	54219 A	2232	X 1.0000 =	2232	Mar 18 2024
TOTAL								9785	

101



CONSUMPTION BY BILLING CYCLE



MULTI-PERIOD BILL|CORRECTED BILL

PREVIOUS BALANCE		776.80
MAR 13 PAYMENT THANK YOU		776.80 CR
BALANCE FORWARD		0.00
CURRENT CHARGES		
CUSTOMER CHARGE	58.60	
ENERGY CHARGE	1230.38	
AEY RATE ADJUSTMENT RIDER	126.22	
FUEL ADJUSTMENT RIDER	64.48	
RIDER S - PURCHASE POWER ADJUSTMENT RIDER	9.78	
YEC TEMPORARY RATE TRUE UP	38.80	
YUKON ENERGY REVENUE SHORTFALL RIDER	526.00	
YUKON INTERIM ELECTRICAL REBATE	89.73 CR	
SUB-TOTAL	1964.53	
GST (#R105778294)	98.22	
CURRENT BILLING	2062.75	2062.75
MAR 18 CANCEL FOR DEC 13-JAN 15 (INC GST OF \$21.24)		446.05 CR
MAR 18 CANCEL FOR NOV 15-DEC 13 (INC GST OF \$18.40)		386.39 CR
MAR 18 CANCEL FOR JAN 15-FEB 13 (INC GST OF \$36.99)		776.80 CR
AMOUNT DUE		453.51

ATCO Electric

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CUSTOMER COPY

CAROL CHURCH

PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	APR 19 2024

AMOUNT DUE	886.44
CURRENT CHARGES DUE DATE	MAY 10 2024
AMOUNT PAID	CREDIT CARD PYMT

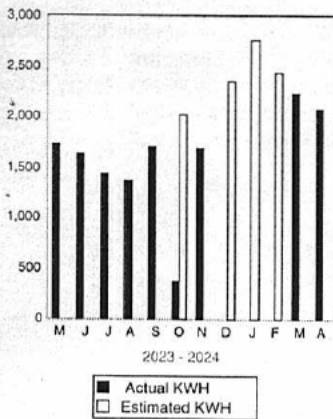
METER NUMBER	BILLING PERIOD		# DAYS	READINGS / CODES		DIFF (KWH)	METERING MULTIPLIER	RATE	
	FROM	TO		From	To			ENERGY USED (KWH)	CHARGE DATE
G00791-84615583	Mar 13	Apr 15	33	54219 A	56286 A	2067	X 1.0000 =	2067	Apr 19 2024
TOTAL								2067	

SERVICE ID	CYCLE	RATE
2240022188	13	1160 - Residential Service Hydro Non-Government

242



CONSUMPTION BY BILLING CYCLE



PREVIOUS BALANCE

453.51

BALANCE FORWARD

453.51

CURRENT CHARGES

CUSTOMER CHARGE	14.65
ENERGY CHARGE	258.19
AEY RATE ADJUSTMENT RIDER	29.47
RIDER S - PURCHASE POWER ADJUSTMENT RIDER	2.07
YEC TEMPORARY RATE TRUE UP	8.21
YUKON ENERGY REVENUE SHORTFALL RIDER	122.34
YUKON INTERIM ELECTRICAL REBATE	22.62 CR
SUB-TOTAL	412.31
GST (#R105778294)	20.62

CURRENT BILLING

432.93

432.93

AMOUNT DUE

886.44



MESSAGE CENTRE

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MAY 10 CREDIT CARD PAYMENT \$432.93.

ATCO Electric

YUKON

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CUSTOMER COPY

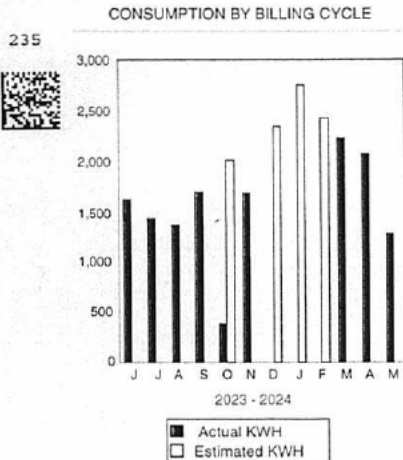
CAROL CHURCH

PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	MAY 21 2024

AMOUNT DUE	264.44
CURRENT CHARGES DUE DATE	JUN 11 2024
AMOUNT PAID	CREDIT CARD PYMT

METER NUMBER	BILLING PERIOD		# DAYS	READINGS / CODES		DIFF (KWH)	METERING MULTIPLIER	ENERGY USED (KWH)	CHARGE DATE
	FROM	TO		From	To				
G00791-84615583	Apr 15	May 13	28	56286 A	57568 A	1282	X 1.0000 =	1282	May 21 2024
TOTAL								1282	

SERVICE ID	CYCLE	RATE
2240022188	13	1160 - Residential Service Hydro Non-Government



PREVIOUS BALANCE		886.44
MAY 10 PAYMENT THANK YOU		432.93 CR
APR 25 PAYMENT THANK YOU		453.51 CR
BALANCE FORWARD		0.00
CURRENT CHARGES		
CUSTOMER CHARGE	14.65	
ENERGY CHARGE	157.55	
AEY RATE ADJUSTMENT RIDER	18.60	
RIDER S - PURCHASE POWER ADJUSTMENT RIDER	1.28	
YEC TEMPORARY RATE TRUE UP	5.18	
YUKON ENERGY REVENUE SHORTFALL RIDER	77.21	
YUKON INTERIM ELECTRICAL REBATE	22.62 CR	
SUB-TOTAL	251.85	
GST (#R105778294)	12.59	
CURRENT BILLING	264.44	264.44
AMOUNT DUE		264.44



MESSAGE CENTRE

The Kluane Chilkat International Bike Relay is taking place June 15th, please remember to keep an eye out for cyclists and share the road respectfully - Safety First!

Do not pay. This statement is for your information only. The following payment will be made automatically:
JUN 11 CREDIT CARD PAYMENT \$264.44.

ATCO Electric

YUKON

100-1100 Front Street, Whitehorse, Yukon, Y1A 3T4

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CUSTOMER COPY *

CAROL CHURCH

PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	JUN 20 2024

AMOUNT DUE 312.53

CURRENT CHARGES DUE DATE JUL 12 2024

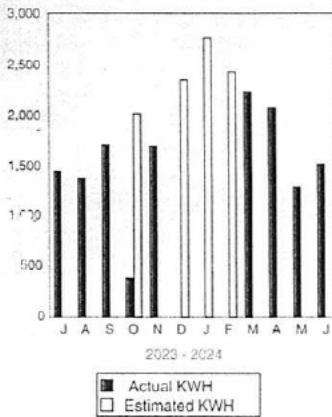
AMOUNT PAID

METER NUMBER	BILLING PERIOD		# DAYS	READINGS / CODES		DJFF (KWH)	METERING MULTIPLIER	ENERGY USED (KWH)	CHARGE DATE
	FROM	TO		From	To				
G00791-84615583	May 13	Jun 13	31	57568 A	59074 A	1506	X 1.0000 =	1506	Jun 20 2024
TOTAL								1506	

SERVICE ID	CYCLE	RATE
2240022188	13	1160 - Residential Service Hydro Non-Government

234

CONSUMPTION BY BILLING CYCLE



PREVIOUS BALANCE		264.44
JUN 11 RETURNED PAYMENT		264.44
JUN 11 PAYMENT THANK YOU		264.44 CR
JUN 18 PAYMENT THANK YOU		289.44 CR
JUN 11 RETURNED PAYMENT FEE (INC GST OF \$0.00)		25.00
BALANCE FORWARD		0.00
CURRENT CHARGES		
CUSTOMER CHARGE	14.65	
ENERGY CHARGE	186.27	
AEY RATE ADJUSTMENT RIDER	21.70	
RIDER S - PURCHASE POWER ADJUSTMENT RIDER	1.51	
YEC TEMPORARY RATE TRUE UP	6.05	
YUKON ENERGY REVENUE SHORTFALL RIDER	90.09	
YUKON INTERIM ELECTRICAL REBATE	22.62 CR	
SUB-TOTAL	297.65	
GST (#R105778294)	14.88	
CURRENT BILLING	312.53	312.53
AMOUNT DUE		312.53

ATCO Electric

YUKON

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CUSTOMER COPY

CAROL CHURCH

PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	JUL 19 2024

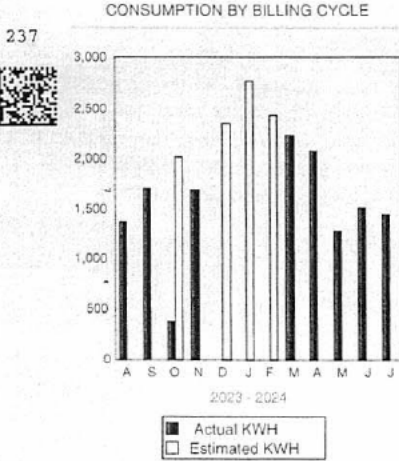
AMOUNT DUE 609.60

CURRENT CHARGES DUE DATE AUG 12 2024

AMOUNT PAID

METER NUMBER	BILLING PERIOD		# DAYS	READINGS / CODES		DIFF (KWH)	METERING MULTIPLIER	ENERGY USED (KWH)	CHARGE DATE
	FROM	TO		From	To				
G00791-84615583	Jun 13	Jul 15	32	59074 A	60508 A	1434	X 1.0000 =	1434	Jul 19 2024
TOTAL								1434	

SERVICE ID	CYCLE	RATE
2240022188	13	1160 - Residential Service Hydro Non-Government



PREVIOUS BALANCE		312.53
BALANCE FORWARD		312.53
CURRENT CHARGES		
CUSTOMER CHARGE	14.65	
ENERGY CHARGE	177.04	
AEY RATE ADJUSTMENT RIDER	20.70	
RIDER S - PURCHASE POWER ADJUSTMENT RIDER	1.43	
YEC TEMPORARY RATE TRUE UP	5.77	
YUKON ENERGY REVENUE SHORTFALL RIDER	85.95	
YUKON INTERIM ELECTRICAL REBATE	22.62 CR	
SUB-TOTAL	282.92	
GST (#R105778294)	14.15	
CURRENT BILLING	297.07	297.07
AMOUNT DUE		609.60

Please return this portion with your payment

ATCO Electric

YUKON

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CUSTOMER COPY

CAROL CHURCH

PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	AUG 21 2024

AMOUNT DUE 468.50

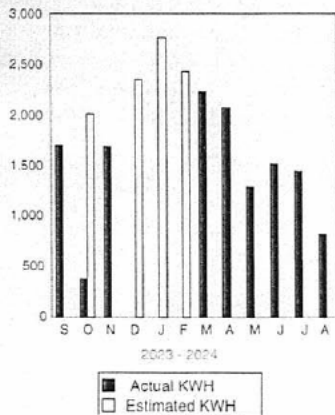
CURRENT CHARGES DUE DATE SEP 12 2024

AMOUNT PAID

SERVICE ID	CYCLE	RATE					
2240022188	13	1160 - Residential Service Hydro Non-Government					
METER NUMBER	BILLING PERIOD	# DAYS	READINGS / CODES	DIFF (KWH)	METERING MULTIPLIER	ENERGY USED (KWH)	CHARGE DATE
G00791-84815583	Jul 15 - Aug 14	30	60508 A - 61327 A	819	X 1.0000 =	819	Aug 21 2024
TOTAL						819	

CONSUMPTION BY BILLING CYCLE

254



PREVIOUS BALANCE

AUG 07 PAYMENT THANK YOU

BALANCE FORWARD

CURRENT CHARGES

CUSTOMER CHARGE

ENERGY CHARGE

AEY RATE ADJUSTMENT RIDER

RIDER S - PURCHASE POWER ADJUSTMENT RIDER

YEC TEMPORARY RATE TRUE UP

YUKON ENERGY REVENUE SHORTFALL RIDER

YUKON INTERIM ELECTRICAL REBATE

SUB-TOTAL

GST (#R105778294)

CURRENT BILLING

AMOUNT DUE

609.60

312.53 CR

297.07

14.65

99.43

12.32

0.82

1.83

52.75

18.53 CR

163.27

8.16

171.43

171.43

468.50

ATCO Electric

YUKON

100-1100 Front Street, Whitehorse, Yukon, Y1A 3T4

FOR ACCOUNT INQUIRIES PLEASE PHONE: 1-867-633-7000

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CUSTOMER COPY

CAROL CHURCH

PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	SEP 20 2024

AMOUNT DUE	634.51
CURRENT CHARGES DUE DATE	OCT 11 2024
AMOUNT PAID	

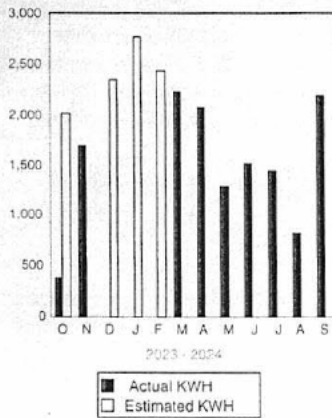
METER NUMBER	BILLING PERIOD		# DAYS	READINGS / CODES		DIFF (KWH)	METERING MULTIPLIER	ENERGY USED (KWH)	CHARGE DATE
	FROM	TO		From	To				
G00791-84615583	Aug 14	Sep 16	33	61327 A	63523 A	2196	X 1.0000 =	2196	Sep 20 2024
TOTAL								2196	

SERVICE ID	CYCLE	RATE
2240022188	13	1160 - Residential Service Hydro Non-Government

252



CONSUMPTION BY BILLING CYCLE



PREVIOUS BALANCE 468.50
 AUG 28 PAYMENT THANK YOU 297.07 CR
 BALANCE FORWARD 171.43

CURRENT CHARGES

CUSTOMER CHARGE	14.65
ENERGY CHARGE	274.73
AEY RATE ADJUSTMENT RIDER	36.28
AEY TEMPORARY RATE ADJUSTMENT	1.61 CR
RIDER S - PURCHASE POWER ADJUSTMENT RIDER	1.13
YUKON ENERGY REVENUE SHORTFALL RIDER	138.47
YUKON INTERIM ELECTRICAL REBATE	22.62 CR
SUB-TOTAL	441.03
GST (#R105778294)	22.05

CURRENT BILLING 463.08 463.08

AMOUNT DUE 634.51

0

ATCO Electric

YUKON

100-1100 Front Street, Whitehorse, Yukon, Y1A 3T4

FOR ACCOUNT INQUIRIES PLEASE PHONE: 1-867-633-7000

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CUSTOMER COPY

CAROL CHURCH

PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	DEC 20 2023

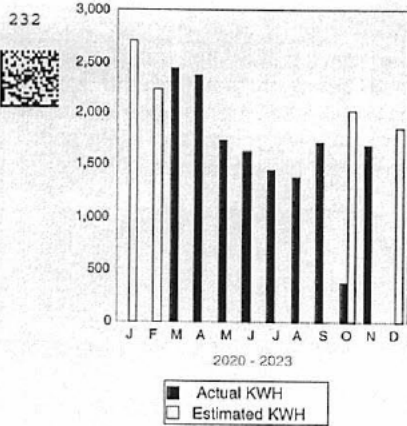
AMOUNT DUE 336.39

CURRENT CHARGES DUE DATE JAN 12 2024

AMOUNT PAID CREDIT CARD PYMT

METER NUMBER	BILLING PERIOD		# DAYS	READINGS / CODES		DIFF (KWH)	METERING MULTIPLIER	RATE	
	FROM	TO		From	To			ENERGY USED (KWH)	CHARGE DATE
G00791-84615583	Nov 15	Dec 13	28	44434 A	46286 E	1852	X 1.0000 =	1852	Dec 19 2023
TOTAL								1852	

CONSUMPTION BY BILLING CYCLE



PREVIOUS BALANCE		382.38
DEC 12 PAYMENT THANK YOU		382.38 CR
BALANCE FORWARD		0.00
CURRENT CHARGES		
CUSTOMER CHARGE		14.65
ENERGY CHARGE	230.63	
AEY RATE ADJUSTMENT RIDER	20.36	
FUEL ADJUSTMENT RIDER	30.28	
RIDER S - PURCHASE POWER ADJUSTMENT RIDER	1.85	
YEC TEMPORARY RATE TRUE UP	7.38	
YUKON ENERGY REVENUE SHORTFALL RIDER	85.46	
YUKON INTERIM ELECTRICAL REBATE	22.62 CR	
SUB-TOTAL	367.99	
GST (#R105778294)	18.40	
CURRENT BILLING	386.39	386.39
DEC 01 YUKON INFLATION RELIEF REBATE		50.00 CR
AMOUNT DUE		336.39
TOTAL GST AMOUNT \$ 18.40		



MESSAGE CENTRE

Do not pay. This statement is for your information only. The following payment will be made automatically:
 JAN 12 CREDIT CARD PAYMENT \$336.39.

ATCO Electric

YUKON

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CUSTOMER COPY

H&R BLOCK

PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	SEP 25 2024

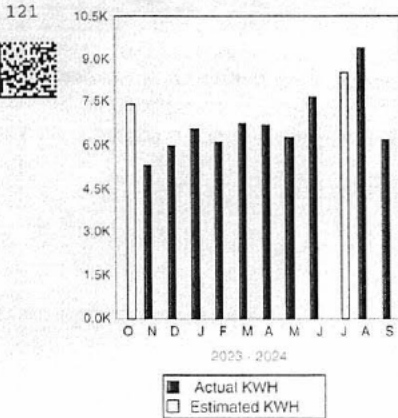
AMOUNT DUE **4031.89**

CURRENT CHARGES DUE DATE OCT 17 2024

AMOUNT PAID

REGISTERED DEMAND	BILLING DEMAND	SERVICE ID	CYCLE	RATE			
19.800000	19.800000	1720028709	16	2160 - General Service Hydro Non-Government			
METER NUMBER	BILLING PERIOD	# DAYS	READINGS / CODES	DIFF (KWH)	METERING MULTIPLIER	ENERGY USED (KWH)	CHARGE DATE
517507-00000169	FROM TO Aug 20 Sep 19	30	From To 19661 A 19764 A	103	X 60.0000 =	6180	Sep 25 2024
TOTAL						6180	

CONSUMPTION BY BILLING CYCLE



PREVIOUS BALANCE

2541.46

BALANCE FORWARD

2541.46

CURRENT CHARGES

DEMAND / CAPACITY CHARGE	146.32
ENERGY CHARGE	738.38
AEY RATE ADJUSTMENT RIDER	115.60
AEY TEMPORARY RATE ADJUSTMENT	6.44 CR
RIDER S - PURCHASE POWER ADJUSTMENT RIDER	2.27
YUKON ENERGY REVENUE SHORTFALL RIDER	423.33
SUB-TOTAL	1419.46
GST (#R105778294)	70.97

CURRENT BILLING

1490.43

1490.43

AMOUNT DUE

4031.89

20/16

Work

ATCO Electric

YUKON

100-1100 Front Street, Whitehorse, Yukon, Y1A 3T4

FOR ACCOUNT INQUIRIES PLEASE PHONE: 1-867-633-7000

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H&R BLOCK

PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	SEP 25 2023

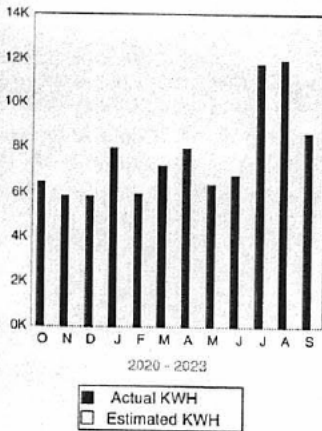
AMOUNT DUE **2090.06**

CURRENT CHARGES DUE DATE **OCT 17 2023**

AMOUNT PAID

REGISTERED DEMAND	BILLING DEMAND	SERVICE ID	CYCLE	RATE			
27.960000	27.960000	1720028709	16	2160 - General Service Hydro Non-Government			
METER NUMBER	BILLING PERIOD	# DAYS	READINGS / CODES	DIFF (KWH)	METERING MULTIPLIER	ENERGY USED (KWH)	CHARGE DATE
517507-00000169	FROM TO Aug 17 Sep 20	34	From To 18245 A 18389 A	144	X 60.0000 =	8640	Sep 25 2023
TOTAL						8640	

CONSUMPTION BY BILLING CYCLE



PREVIOUS BALANCE
SEP 11 PAYMENT THANK YOU
BALANCE FORWARD

CURRENT CHARGES

DEMAND / CAPACITY CHARGE	206.62
ENERGY CHARGE	1055.23
AEY RATE ADJUSTMENT RIDER	104.73
FUEL ADJUSTMENT RIDER	141.26
RIDER S - PURCHASE POWER ADJUSTMENT RIDER	5.08
YEC TEMPORARY RATE TRUE UP	37.98
YUKON ENERGY REVENUE SHORTFALL RIDER	439.63
SUB-TOTAL	1990.53
GST (#R105778294)	99.53

2799.78
2799.78 CR

0.00

CURRENT BILLING

AMOUNT DUE

2090.06

2090.06

2090.06

ATCO Electric

YUKON

100-1100 Front Street, Whitehorse, Yukon, Y1A 3T4

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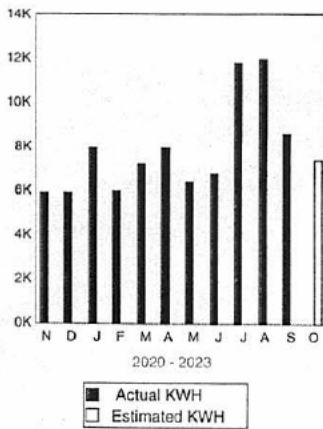
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PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	OCT 25 2023

AMOUNT DUE	1821.80
CURRENT CHARGES DUE DATE	NOV 16 2023
AMOUNT PAID	

REGISTERED DEMAND	BILLING DEMAND	SERVICE ID	CYCLE	RATE				
27.960000	27.960000	1720028709	16	2160 - General Service Hydro Non-Government				
METER NUMBER	BILLING PERIOD		# DAYS	READINGS / CODES	DIFF (KWH)	METERING MULTIPLIER	ENERGY USED (KWH)	CHARGE DATE
517507-00000169	FROM	TO		From	To			
	Sep 20	Oct 19	29	18389 A	18512 E	123 X 60.0000 =	7380	Oct 25 2023
TOTAL							7380	

CONSUMPTION BY BILLING CYCLE



PREVIOUS BALANCE
OCT 16 PAYMENT THANK YOU
BALANCE FORWARD

2090.06
2090.06 CR

0.00

CURRENT CHARGES
DEMAND / CAPACITY CHARGE 206.62
ENERGY CHARGE 892.94
AEY RATE ADJUSTMENT RIDER 91.26
FUEL ADJUSTMENT RIDER 120.66
RIDER S - PURCHASE POWER ADJUSTMENT RIDER 7.38
YEC TEMPORARY RATE TRUE UP 33.10
YUKON ENERGY REVENUE SHORTFALL RIDER 383.09
SUB-TOTAL 1735.05
GST (#R105778294) 86.75

206.62
892.94
91.26
120.66
7.38
33.10
383.09

1735.05
86.75

CURRENT BILLING

1821.80

1821.80

AMOUNT DUE

1821.80

BOREACTS

ATCO Electric

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PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	NOV 24 2023

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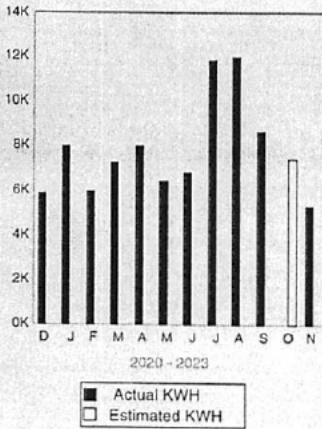
AMOUNT DUE 1231.39

CURRENT CHARGES DUE DATE DEC 15 2023

AMOUNT PAID

REGISTERED DEMAND	BILLING DEMAND		SERVICE ID	CYCLE	RATE			
17.760000	20.280000		1720028709	16	2160 - General Service Hydro Non-Government			
METER NUMBER	BILLING PERIOD		READINGS / CODES		DIFF	METERING	ENERGY	CHARGE
517507-00000169	FROM	TO	From	To	(KWH)	MULTIPLIER	USED (KWH)	DATE
	Oct 19	Nov 20	18512 E	18600 A	88	X 60.0000 =	5280	Nov 24 2023
TOTAL							5280	

CONSUMPTION BY BILLING CYCLE



PREVIOUS BALANCE
NOV 08 PAYMENT THANK YOU

1821.80
1821.80 CR

BALANCE FORWARD

0.00

CURRENT CHARGES

DEMAND / CAPACITY CHARGE	149.87
ENERGY CHARGE	622.46
AEY RATE ADJUSTMENT RIDER	64.10
FUEL ADJUSTMENT RIDER	86.33
RIDER S - PURCHASE POWER ADJUSTMENT RIDER	5.28
YEC TEMPORARY RATE TRUE UP	23.25
YUKON ENERGY REVENUE SHORTFALL RIDER	269.08
SUB-TOTAL	1220.37
GST (#R105778294)	61.02

CURRENT BILLING

1281.39

1281.39

NOV 01 YUKON INFLATION RELIEF REBATE

50.00 CR

AMOUNT DUE

1231.39

TOTAL GST AMOUNT \$ 61.02

ATCO Electric

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PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	DEC 22 2023

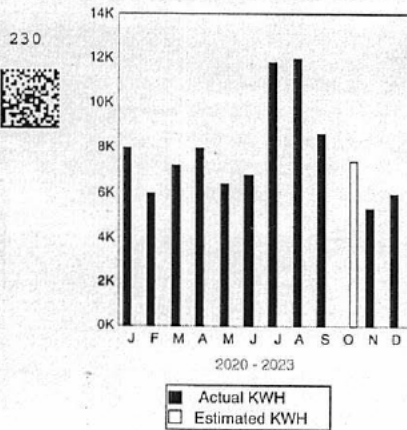
AMOUNT DUE **1373.87**

CURRENT CHARGES DUE DATE JAN 17 2024

AMOUNT PAID

REGISTERED DEMAND	BILLING DEMAND	SERVICE ID	CYCLE	RATE				
16.440000	20.280000	1720028709	16	2160 - General Service Hydro Non-Government				
METER NUMBER	BILLING PERIOD		# DAYS	READINGS / CODES	DIFF (KWH)	METERING MULTIPLIER	ENERGY USED (KWH)	CHARGE DATE
517507-00000169	FROM	TO		From To				
	Nov 20	Dec 18	28	18600 A 18699 A	99	X 60.0000 =	5940	Dec 22 2023
TOTAL							5940	

CONSUMPTION BY BILLING CYCLE



PREVIOUS BALANCE

DEC 13 PAYMENT THANK YOU 1231.39
 BALANCE FORWARD 1231.39 CR
 0.00

CURRENT CHARGES

DEMAND / CAPACITY CHARGE 149.87
 ENERGY CHARGE 707.47
 AEY RATE ADJUSTMENT RIDER 71.16
 FUEL ADJUSTMENT RIDER 97.12
 RIDER S - PURCHASE POWER ADJUSTMENT RIDER 5.94
 YEC TEMPORARY RATE TRUE UP 25.81
 YUKON ENERGY REVENUE SHORTFALL RIDER 298.70
 SUB-TOTAL 1356.07
 GST (#R105778294) 67.80

CURRENT BILLING

1423.87 1423.87
 DEC 01 YUKON INFLATION RELIEF REBATE 50.00 CR

AMOUNT DUE

TOTAL GST AMOUNT \$ 67.80 **1373.87**

ATCO Electric

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PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	JAN 24 2024

AMOUNT DUE 2905.36

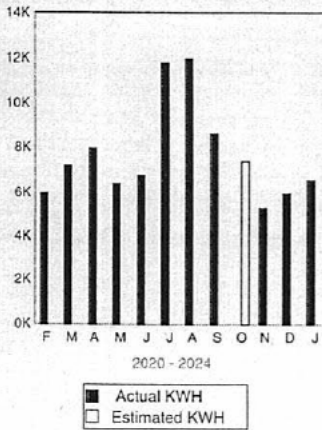
CURRENT CHARGES DUE DATE FEB 14 2024

AMOUNT PAID

REGISTERED DEMAND	BILLING DEMAND	SERVICE ID	CYCLE	RATE			
16.020000	20.280000	1720028709	16	2160 - General Service Hydro Non-Government			
METER NUMBER	BILLING PERIOD	# DAYS	READINGS / CODES	DIFF (KWH)	METERING MULTIPLIER	ENERGY USED (KWH)	CHARGE DATE
517507-00000169	FROM TO Dec 18 Jan 24	37	From To 18699 A 18808 A	109	X 60.0000 =	6540	Jan 24 2024
TOTAL						6540	

CONSUMPTION BY BILLING CYCLE

123



PREVIOUS BALANCE	1373.87
JAN 24 LATE PAYMENT PENALTY	21.36
BALANCE FORWARD	1395.23
CURRENT CHARGES	
DEMAND / CAPACITY CHARGE	149.87
ENERGY CHARGE	784.75
AEY RATE ADJUSTMENT RIDER	92.73
FUEL ADJUSTMENT RIDER	37.57
RIDER S - PURCHASE POWER ADJUSTMENT RIDER	6.54
YEC TEMPORARY RATE TRUE UP	28.13
YUKON ENERGY REVENUE SHORTFALL RIDER	386.25
SUB-TOTAL	1485.84
GST (#R105778294)	74.29
CURRENT BILLING	1560.13
JAN 01 YUKON INFLATION RELIEF REBATE	50.00 CR
AMOUNT DUE	2905.36
TOTAL GST AMOUNT \$ 74.29	

ATCO Electric

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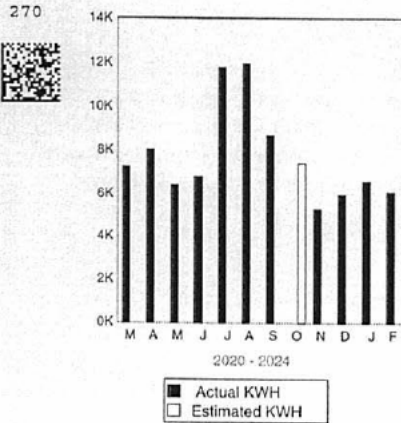
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PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	FEB-23-2024

AMOUNT DUE	3015.50
CURRENT CHARGES DUE DATE	MAR 15 2024
AMOUNT PAID	

REGISTERED DEMAND	BILLING DEMAND	SERVICE ID	CYCLE	RATE			
17.520000	20.280000	1720028709	16	2160 - General Service Hydro Non-Government			
METER NUMBER	BILLING PERIOD	# DAYS	READINGS / CODES	DIFF (KWH)	METERING MULTIPLIER	ENERGY USED (KWH)	CHARGE DATE
517507-00000169	FROM TO		From To				
	Jan 24 Feb 16	23	18808 A 18909 A	101	X 60.0000 =	6060	Feb 23 2024
TOTAL						6060	

CONSUMPTION BY BILLING CYCLE



PREVIOUS BALANCE

FEB 15 PAYMENT THANK YOU
 FEB 23 LATE PAYMENT PENALTY

2905.36
 1373.87 CR
 23.72

BALANCE FORWARD

1555.21

CURRENT CHARGES

DEMAND / CAPACITY CHARGE 149.87
 ENERGY CHARGE 722.93
 AEY RATE ADJUSTMENT RIDER 94.26
 RIDER S - PURCHASE POWER ADJUSTMENT RIDER 6.06
 YEC TEMPORARY RATE TRUE UP 26.27
 YUKON ENERGY REVENUE SHORTFALL RIDER 391.36
 SUB-TOTAL 1390.75
 GST (#R105778294) 69.54

CURRENT BILLING

1460.29

1460.29

AMOUNT DUE

3015.50

Please return this portion with your payment

ATCO Electric

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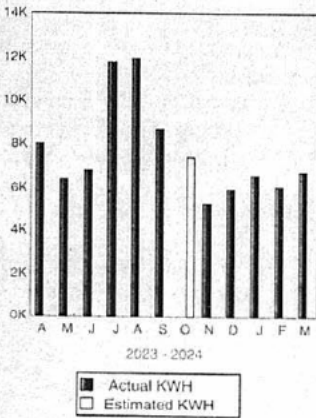
PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	MAR 25 2024

AMOUNT DUE	40.09
CURRENT CHARGES DUE DATE	APR 17 2024
AMOUNT PAID	

REGISTERED DEMAND	BILLING DEMAND	SERVICE ID	CYCLE	RATE			
17.700000	17.760000	1720028709	16	2160 - General Service Hydro Non-Government			
METER NUMBER	BILLING PERIOD	# DAYS	READINGS / CODES	DIFF (KWH)	METERING MULTIPLIER	ENERGY USED (KWH)	CHARGE DATE
517507-00000169	FROM TO Feb 16 Mar 18	31	From To 18909 A 19021 A	112	X 60.0000 =	6720	Mar 25 2024
TOTAL						6720	

CONSUMPTION BY BILLING CYCLE

123



PREVIOUS BALANCE

FEB 26 PAYMENT THANK YOU
MAR 20 PAYMENT THANK YOU

BALANCE FORWARD

CURRENT CHARGES

DEMAND / CAPACITY CHARGE	131.25
ENERGY CHARGE	807.94
AEY RATE ADJUSTMENT RIDER	101.43
RIDER S - PURCHASE POWER ADJUSTMENT RIDER	6.72
YEC TEMPORARY RATE TRUE UP	28.27
YUKON ENERGY REVENUE SHORTFALL RIDER	421.13
SUB-TOTAL	1496.74
GST (#R105778294)	74.84

CURRENT BILLING

1571.58

AMOUNT DUE

3015.50
1531.49 CR
3015.50 CR
1531.49 CR

1571.58

40.09

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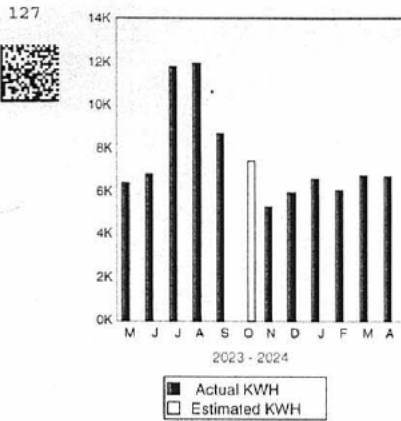
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PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	APR 24 2024

AMOUNT DUE	1566.02
CURRENT CHARGES DUE DATE	MAY 15 2024
AMOUNT PAID	

REGISTERED DEMAND	BILLING DEMAND	SERVICE ID	CYCLE	RATE			
18.360000	18.360000	1720028709	16	2160 - General Service Hydro Non-Government			
METER NUMBER	BILLING PERIOD	# DAYS	READINGS / CODES	DIFF (KWH)	METERING MULTIPLIER	ENERGY USED (KWH)	CHARGE DATE
517507-00000169	Mar 18 Apr 17	30	19021 A 19132 A	111	X 60.0000 =	6660	Apr 24 2024
TOTAL						6660	

CONSUMPTION BY BILLING CYCLE



PREVIOUS BALANCE
APR 05 PAYMENT THANK YOU
BALANCE FORWARD

CURRENT CHARGES

DEMAND / CAPACITY CHARGE	135.68
ENERGY CHARGE	800.21
AEY RATE ADJUSTMENT RIDER	101.08
RIDER S - PURCHASE POWER ADJUSTMENT RIDER	6.66
YEC TEMPORARY RATE TRUE UP	28.17
YUKON ENERGY REVENUE SHORTFALL RIDER	419.65
SUB-TOTAL	1491.45
GST (#R105778294)	74.57
CURRENT BILLING	1566.02

40.09
40.09 CR
0.00

AMOUNT DUE

1566.02

1566.02

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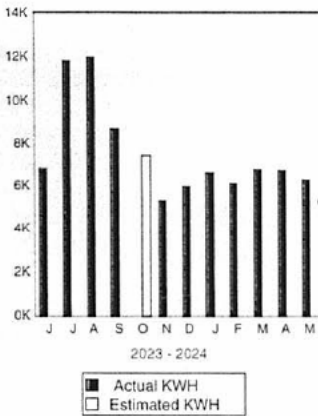
PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	MAY 24 2024

AMOUNT DUE	1521.25
CURRENT CHARGES DUE DATE	JUN 14 2024
AMOUNT PAID	

REGISTERED DEMAND	BILLING DEMAND	SERVICE ID	CYCLE	RATE			
22.080000	22.080000	1720028709	16	2160 - General Service Hydro Non-Government			
METER NUMBER	BILLING PERIOD	# DAYS	READINGS / CODES	DIFF (KWH)	METERING MULTIPLIER	ENERGY USED (KWH)	CHARGE DATE
517507-00000169	FROM TO Apr 17 May 16	29	From To 19132 A 19236 A	104	X 60.0000 =	6240	May 24 2024
TOTAL						6240	

CONSUMPTION BY BILLING CYCLE

119



PREVIOUS BALANCE 1566.02
 MAY 13 PAYMENT THANK YOU 1566.02 CR
 BALANCE FORWARD 0.00

CURRENT CHARGES	
DEMAND / CAPACITY CHARGE	163.17
ENERGY CHARGE	746.11
AEY RATE ADJUSTMENT RIDER	98.20
RIDER S - PURCHASE POWER ADJUSTMENT RIDER	6.24
YEC TEMPORARY RATE TRUE UP	27.37
YUKON ENERGY REVENUE SHORTFALL RIDER	407.72
SUB-TOTAL	1448.81
GST (#R105778294)	72.44

CURRENT BILLING 1521.25 1521.25

AMOUNT DUE **1521.25**



MESSAGE CENTRE

The Kluane Chilkat International Bike Relay is taking place June 15th, please remember to keep an eye out for cyclists and share the road respectfully - Safety First!

ATCO Electric

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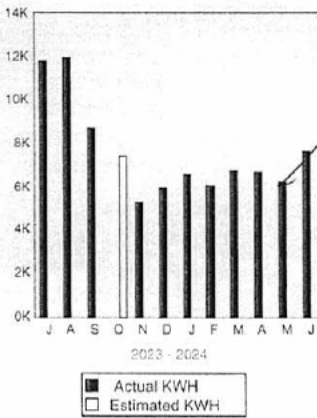
PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	JUN 24 2024

AMOUNT DUE	1862.37
CURRENT CHARGES DUE DATE	JUL 16 2024
AMOUNT PAID	

REGISTERED DEMAND	BILLING DEMAND	SERVICE ID	CYCLE	RATE				
25.620000	25.620000	1720028709	16	2160 - General Service Hydro Non-Government				
METER NUMBER	BILLING PERIOD		# DAYS	READINGS / CODES	DIFF (KWH)	METERING MULTIPLIER	ENERGY USED (KWH)	CHARGE DATE
517507-00000169	FROM	TO		From To				
	May 16	Jun 18	33	19236 A 19363 A	127	X 60.0000 =	7620	Jun 24 2024
TOTAL							7620	

CONSUMPTION BY BILLING CYCLE

117



PREVIOUS BALANCE
JUN 04 PAYMENT THANK YOU
BALANCE FORWARD

CURRENT CHARGES
DEMAND / CAPACITY CHARGE
ENERGY CHARGE
AEY RATE ADJUSTMENT RIDER
RIDER S - PURCHASE POWER ADJUSTMENT RIDER
YEC TEMPORARY RATE TRUE UP
YUKON ENERGY REVENUE SHORTFALL RIDER
SUB-TOTAL
GST (#R105778294)

1521.25
1521.25 CR
0.00
189.33
923.86
120.22
7.62
33.51
499.15
1773.69
88.68
1862.37

CURRENT BILLING

AMOUNT DUE

1862.37

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PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	JUL 24 2024

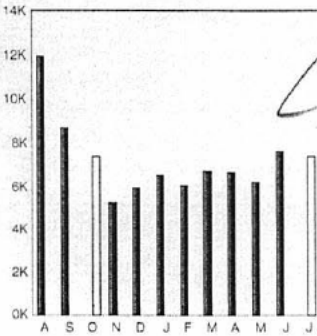
AMOUNT DUE	3673.00
CURRENT CHARGES DUE DATE	AUG 15 2024
AMOUNT PAID	

REGISTERED DEMAND	BILLING DEMAND	SERVICE ID	CYCLE	RATE			
25.620000	25.620000	1720028709	16	2160 - General Service Hydro Non-Government			
METER NUMBER	BILLING PERIOD	# DAYS	READINGS / CODES	DIFF (KWH)	METERING MULTIPLIER	ENERGY USED (KWH)	CHARGE DATE
517507-00000169	FROM TO Jun 18 Jul 18	30	From To 19363 A 19486 E	123	X 60.0000 =	7380	Jul 24 2024
TOTAL						7380	

139



CONSUMPTION BY BILLING CYCLE



Actual KWH
Estimated KWH

PREVIOUS BALANCE

1862.37

BALANCE FORWARD

1862.37

CURRENT CHARGES

DEMAND / CAPACITY CHARGE	189.33
ENERGY CHARGE	892.94
AEY RATE ADJUSTMENT RIDER	116.89
RIDER S - PURCHASE POWER ADJUSTMENT RIDER	7.38
YEC TEMPORARY RATE TRUE UP	32.58
YUKON ENERGY REVENUE SHORTFALL RIDER	485.29
SUB-TOTAL	1724.41
GST (#R105778294)	86.22
CURRENT BILLING	1810.63

AMOUNT DUE

3673.00

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PAYMENT ACCOUNT	PRINTED ON
[REDACTED]	AUG 28 2024

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AMOUNT DUE	2541.46
CURRENT CHARGES DUE DATE	SEP 19 2024
AMOUNT PAID	

REGISTERED DEMAND		BILLING DEMAND		SERVICE ID		CYCLE		RATE	
29.520000		29.520000		1720028709		16		2160 - General Service Hydro Non-Government	
METER NUMBER	BILLING PERIOD		# DAYS	READINGS / CODES		DIFF (KWH)	METERING MULTIPLIER	ENERGY USED (KWH)	CHARGE DATE
	FROM	TO		From	To				
517507-00000169	Jan 24	Feb 16	23	18808 A	18909 A	101	X 60.0000 =	6060	Aug 28 2024
517507-00000169	Feb 16	Mar 18	31	18909 A	19021 A	112	X 60.0000 =	6720	Aug 28 2024
517507-00000169	Mar 18	Apr 17	30	19021 A	19132 A	111	X 60.0000 =	6660	Aug 28 2024
517507-00000169	Apr 17	Apr 18	1	19132 A	19132 A	0	X 60.0000 =	0	Aug 28 2024
517507-00000169	Apr 18	May 16	28	19132 A	19236 A	104	X 60.0000 =	6240	Aug 28 2024
517507-00000169	May 16	Jun 18	33	19236 A	19363 A	127	X 60.0000 =	7620	Aug 28 2024
517507-00000169	Jun 18	Jul 18	30	19363 A	19505 E	142	X 60.0000 =	8520	Aug 28 2024
517507-00000169	Jul 18	Aug 20	33	19505 E	19661 A	156	X 60.0000 =	9360	Aug 28 2024
TOTAL								51180	

MULTI-PERIOD BILL|CORRECTED BILL

~~1390.72~~
~~420.55~~
~~233.41~~