

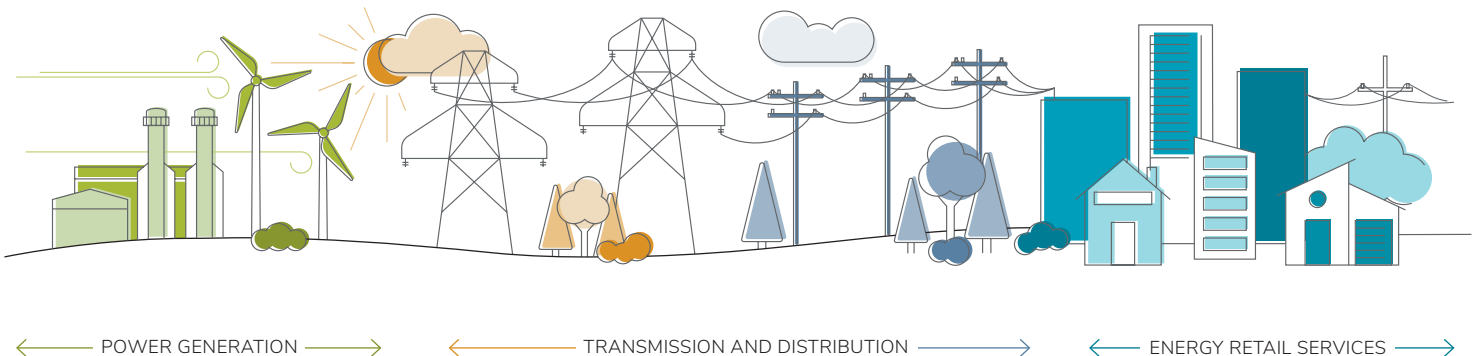
Understanding utility bills

ENMAX bills include fees for the energy you use, delivery fees and several City of Calgary municipal services, making them a one-stop monthly statement for essential utilities. This fact sheet outlines the key components of an ENMAX bill, including rate options and charge breakdowns.

Rate options

In Alberta, customers have the unique ability to select the electricity and natural gas rate options that suit their needs. ENMAX Energy offers a variety of options and plans for electricity and natural gas.

- **Fixed rate:** Consistent rate provided by competitive retailers for electricity and natural gas usage each month.
- **Floating rate:** A competitive retail product that fluctuates monthly based on market conditions.
- **Rate of Last Resort:** As of January 1, 2025, customers not enrolled with a competitive retailer for electricity are automatically placed on the Rate of Last Resort, set at 12.06¢/kWh in Calgary. This rate remains fixed until December 31, 2026, with potential adjustments thereafter.

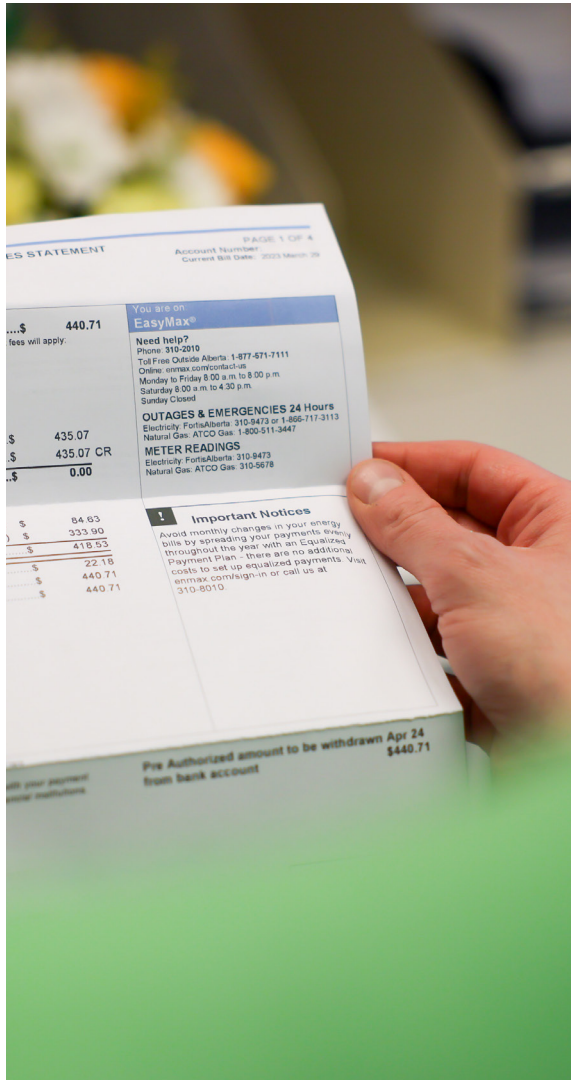


Breakdown of charges

Delivering electricity to customers:

Beyond the energy used by a customer, all bills in Alberta also include charges that help support infrastructure maintenance and upgrades, as well as other fees related to energy delivery. These fees are paid to the local distribution and transmission operator based on where the customer lives. In Calgary, the operator is ENMAX Power. These fees are all regulated by the Alberta Utilities Commission (AUC).

- **Electricity usage:** Measured in kilowatt-hours (kWh). This shows how much electricity a customer consumes and at what rate (fixed, variable, Rate of Last Resort).
- **Distribution charge:** Covers the cost of maintaining the local electricity grid (e.g., poles, wires, transformers).
- **Transmission charge:** Pays for the high-voltage system that transports electricity from generation facilities to local distribution networks.



Municipal services

ENMAX bills also include charges collected on behalf of The City of Calgary. These fees are set by and transferred to The City.

- **Water:** charges for the water used by a customer.
- **Wastewater and drainage:** pays for access to and maintenance of the sewage system.
- **Recycling:** pays for the collection of garbage, recycling and food and yard waste.

Additional charges

- **Balancing pool allocation:** A credit or charge reflecting the legacy costs and benefits of deregulation. More details on the history of deregulation can be found on the [AUC website](#).
- **Rate riders:** Adjustments applied to bills when the actual cost of delivering electricity or natural gas is higher or lower than the rate previously approved. Rate riders can be a credit or a charge and are set by the AUC.
- **Local access fee:** Set by municipalities for the exclusive right to deliver energy in a service area. Often calculated as a percentage of energy or delivery charges.
- **Administration fee:** A monthly fee for billing, customer service, and account management.

Support for customers

Across our communities, we know that our customers are experiencing the rising costs of living. Energy affordability is a complex challenge that requires collaboration with industry, government and partnership agencies.

ENMAX offers:

- Payment plans and equalized billing options.
- Conservation programs and energy usage tools.
- Support of government and community agency assistance programs.

Customers who need help are encouraged to reach out to our customer care team at **310-2010** or through our online chat feature. You can find more information on how ENMAX supports customers at enmax.com