

Terms and Conditions Updates

Effective March 1, 2026

We're updating our Terms and Conditions to modify notice periods and fees to better align with industry norms. These updates support ongoing investment in reliable service, customer care, and online tools.

Here's what changed:

Cancellation notice period: We've shortened this from 30 days to 10 days, giving you more control and flexibility.

Moving notice period: 30-day notice is no longer a requirement. We still recommend advance notice to avoid billing delays, but we know moving can be stressful and we want to make it easier.

Notice period for amendments: We've shortened this from two months to a minimum of 30 days. This change brings our timelines in line with industry standards while ensuring you continue to receive advance notice of any changes.

Transaction fees and administration fees: These may now change without a fixed limit to align with industry practice. Any change in these fees will be communicated to you 30 days in advance. You will be able to cancel your Agreement at any time without penalty on 10 days' notice before the change takes effect.

Improved clarity and changes in law: We've updated wording and formatting throughout to improve clarity and consistency. We've also added language to explain our rights in the event there are changes to Alberta's electricity market, including if there are changes that prevent us from providing the services, or results in additional costs to us.

Expanded definitions: Terms including Unaccounted for Energy (UFE), Line Loss (LL), Energy Market Trading Charges, and Unaccounted for Gas (UFG) will now appear on your bill. These are third-party charges, which you will now be responsible for paying. Below is more detailed explanation of those charges:

- **Line Losses (LL):** The volume of electricity, measured in kWh, lost as it travels through the distribution system, primarily due to electrical resistance and other technical factors within the grid infrastructure.

- **Unaccounted for Energy (UFE):** The volume of electricity, measured in kWh, representing distribution loads that are not metered, profiled or allocated as losses. UFE accounts for meter inaccuracies, possible theft, an error in loss adjustment, or profile creation and estimation variances.

- **Unaccounted for Gas (UFG):** The difference between the amount of natural gas received by the distribution system and the amount delivered to customers, due to things like leaks or measurement differences.

- **UFG-Related Charges:** Charges that apply to your UFG, calculated by multiplying your allocated UFG volume, measured in GJs, by your applicable Energy Rate.

Total electricity charges: You will be billed for your energy rate on total electricity. That includes metered consumption plus your allocated and calculated volumes for LL and UFE. UFG-Related Charges will likewise appear on your bill.

Did you sign up between April 2014 and June 2015? For customers who signed up in the time period and have stayed on the same plan since, the following changes will also apply beginning March 1, 2026:

Credit Requirements: We may require a deposit before arranging for the supply of Energy to any new Site(s). Furthermore, if you do not maintain creditworthiness satisfactory to ENMAX Energy, we may, request a deposit or cancel your Agreement. We may use any deposit you make to pay for any amounts owing under your Agreement or any other agreement we have with you to arrange for the supply of electricity or gas.

Floating electricity rate transaction fee: The transaction fee will align with the current posted rate. Visit enmax.com to view current rate information.

What do you have to do next?

No action is required. These changes will take effect March 1, 2026. By continuing with your plan, you agree to the updated Terms.