

# **How to Read Your Bill**

ALBERTA RESIDENTIAL CUSTOMERS

## **Bill Account** Number

Your Bill Account Number is a 10-digit number that is unique to each account you have with MOOX Energy. You will need this Bill Account Number if you ever call into XOOM Energy Customer Care.

## **Total Current** Charges

The amount that you now owe, after we apply any taxes, adjustments and/or prior payments to your account.

**Due Date** 

After this date, your payment would be past due.

**Previous** Balance

> The amount of your previous bill that is still unpaid.

Contact Information

> If you have questions regarding your bill, you can reach XOOM Energy by phone, email or online.

**Payment Amount** 

Please enter the amount of your payment.

Remittance Address

> Please send payment to this address.



XOOM Energy Canada, ULC 800387920RT0001

#### **Account Information**

Invoice Number: 201920017461789

Customer Name John Doe Mailing Address 123 XOOM Way XOOM, AB TY1 1C8

### **Bill Summary**

4	Previous balance	\$98.74
	Payments received	(\$98.74)
	Adjustments	\$0.00
	Balance forward	\$0.00
	Late payment charge	\$0.00
	Current period charges	\$99.76
	Tax charges	\$4.99
	Total billed charges	\$104.75

## **Total Amount Due**

777 BAY ST SUITE C208-B TORONTO ON M5G 2C8

JOHN DOE

123 XOOM Wav

XOOM, AB T1Y 1C8

\$104.75

Questions about your bill? We can help.

1-866-999-8483 8 am - 11 pm ET, Mon - Fri 9 am - 7 pm ET, Sat

myxoomenergy.ca

Account Number 1000000000 \$104.75 is due on 8/4/20

**Payment Amount** 

**XOOM ENERGY CANADA, ULC** C/O C24040C PO BOX 2404, STATION M **CALGARY AB T2P 5B1** 

10000000000

8/4/20

7/10/20

\$104.75

**Important Messages** 







# **How to Read Your Bill**

ALBERTA RESIDENTIAL CUSTOMERS

Site ID Number

Unique number assigned to your service address by the utility.

**Service Period** 

The time period associated with your bill charges.

Energy Service Charge

> Amount and rate of commodity used in the billing period.

Site **Administrator Fee** 

> Monthly fee to cover the administrative costs associated with your bill charges.

# **Energy Insight**



### **How to Pay Your Bill**

On the "My Account" page, click the orange "Pay My Bill" button. You can make a one-time payment with your debit/credit card or sign up for recurring payments and have your bill paid automatically each month.

#### Pay By Mail

Send your check or money order (payable to XOOM Energy) to the address below: XOOM Energy Canada, ULC

PO Box 99256 STN M Calgary AB T2P 1G9

Call us 24/7 at 1-866-999-8483 (toll-free) to make a one-time payment with your debit/credit card.

#### **Toll Free**

1-866-999-8483

8am - 11pm ET, Monday - Friday I 9am - 7pm ET, Saturday

#### **Pre-Authorized Payment**

Visit us online at myxoomenergy.ca and click "Pay My Bill".









# **How to Read Your Bill**

ALBERTA RESIDENTIAL CUSTOMERS

# **Utility Contact** Information

Name and phone number of your local utility. You should call this number in case of an emergency.

Charges (continued) Service Period 05/28/2020 - 06/29/2020 Total charges for this electricity service \$104.75

The average price you paid for utility services this month (per kWh) \$0.15

For outages and other utility emergencies, call
ENMAX Power 403-310-2010