

Dear _____

We have been watching the media coverage of the Fort McMurray wildfire over the last few days and wanted to send you a note of support. Our thoughts are with you and your families and we hope that you are out of harm's way during this emergency.

We are actively monitoring the situation in the Municipality of Wood Buffalo, and doing what we can to help minimize any billing problems that our electricity and natural gas customers may encounter. Retail update notices will be provided as the situation changes or progresses. We are standing by and we will work with you on a one-to-one basis to resolve any issues that may arise.

Mobilizing Crews

The distribution companies in Fort McMurray, in particular ATCO Electric and ATCO Gas, are mobilizing crews from surrounding communities to work with local crews. They will respond once the fire situation is under control and clearance has been given from local authorities to return to the area.

Billing will be Suspended on all Sites within the Fort McMurray Region

Effective last evening, ATCO Electric and ATCO Gas suspending regulated distribution and transmission billing for all sites. Your retail invoices for periods of possible consumption at your home or business, from today going forward have been suspended. However, please note that we will still be issuing invoices to customers for consumption of energy used during periods of consumption prior to the fire.

NSF and Customer Payments in Default

If a customer or family living in the Ft. McMurray area defaults on payment of current invoices they will not be charged NSF charges. As your retailer, this fee will be waived and we will be very lenient in our review all non-payment problems on a case-by-case basis.

De-Energize Moratorium for Sites within the Fort McMurray Region

We will not be processing any de-energizes transactions in the region during this period.

De-Energize Requests are not Required for Destroyed Sites

ATCO will physically identify and validate all destroyed sites to ensure they do not receive distribution charges after the date of the fire.

As more information is learned, we will endeavor to keep you informed.

We are thinking of you and we will do what we can to help out. If you need any further information, please email or call our office.

Clare, Leslie and Joanne

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