



Dear Alberta Cooperative Energy Consumer,

We're excited to inform you that after a successful soft launch of our new customer service team, we are now transitioning to a new billing agent (Energize Alberta), effective **January 30th, 2025**, that we believe will enhance your overall experience with us. In the 'cooperative spirit', we will need a little help from you to collectively ensure a smooth transition.

WHAT YOU NEED TO DO:

- **Customer Portal Password:** You will be asked via email to set a password for the new customer portal where you can also view your new statements and manage payment options.
- **Update Payment Information:** If you have a stored payment method on file, you may need to re-enter or update your payment information with the new system.
 - ➔ **We will send you a link starting January 31st with detailed instructions on how to do this securely as we're committed to keeping your personal information safe** (please **do not** send us any personal banking information or a cancelled cheque). If you have any questions or concerns, please reach out as we're ready to assist you.
- **Continue Reviewing Statements:** As we transition, we encourage you to continue reviewing your upcoming billing statements closely to ensure we are accurately servicing your energy needs. If you have any questions regarding statements, rates, or terms, please reach out, as we're here to help!

WHAT TO EXPECT:

- **Consistent Customer Service Support:** Our new customer service team is local, trained to address your inquiries efficiently and provide personalized support, ensuring that any questions or concerns are handled promptly.
- **Seamless Billing Experience:** Our new billing agent will streamline the payment process, offering you clear billing statements, payment options tailored to your needs, and excellent processing times.
 - ➔ Please be aware there may be up to a 5 day delay for any customers who normally receive their billing on or around January 30th, however if you have any concerns, please reach out as we're ready to provide information regarding your billing.

We're committed to making this transition as seamless as possible and we are here to answer any questions. **Please feel free to contact us by conveniently talking with a live representative using our Online Chat on the ACE website at <https://www.acenergy.ca>, or by email at customercare@acenergy.ca or by calling 1-888-865-8750 (local and toll-free)** with any concerns or inquiries you may have.

Thank you for your continued trust and for being a valued customer. We look forward to continuing to serve you!

Warm regards,

Vicki Zinyk
CEO - Alberta Cooperative Energy