

ATTENTION TREA Members

We have recently been advised that there are a few points in the FortisAlberta Inc. section of our mailout that are incorrect and need to be rectified.

- FortisAlberta Inc. is unable to install yard lights on poles they don't own.
- The cost to replace one meter is approximately \$200 plus the cost of installation, however Fortis is willing to work with us on this in the most cost-efficient way.
- FortisAlberta Inc. does not receive an instant notification when someone loses power. See comment below from Fortis.

"FortisAlberta has a highly advanced control centre that monitors the system 24 hours per day. There are many devices at the substations and on main lines owned by FortisAlberta where we instantly know if the power has tripped off, and we can potentially turn the power back on remotely without sending a person to site. (if there is no permanent fault on the line) These are already in place and we are adding more as the system load increases. *Most outages on single phase lines still require a call to let us know you are out of power.* Currently a FortisAlberta customer call is tied to our system and each call from them will identify where we anticipate the power has tripped off at, and updated to our mobile app."

While the information we sent out was vetted by a FortisAlberta Inc. employee, these mistakes were missed, and we apologize.

Shortly after these packages went out, a member asked us "*Is there any other bits of information like coverage of appliances damaged in the event of a power surge?*" We asked Fortis to give us statement regarding damages, see below.

"Damage Claims:

Every electric generation, transmission and distribution system in the world is subject to failure at any time. Malfunctioning equipment, inclement weather, property damage, interference from trees or wildlife and other forces beyond FortisAlberta's control can result in service interruptions, power surges or voltage irregularities. Sometimes these incidents result in damage to our customers' property, including surge protectors, appliances and other electrical facilities. When such damage results from circumstances FortisAlberta could not have reasonably predicted or prevented, the company does not assume responsibility to pay for damages.

However, as a regulated utility, FortisAlberta has clearly defined obligations to treat all customers fairly and equitably as set out in the [Electric Utility Act](#). This Act along with the FortisAlberta [Terms and Conditions](#) also govern the amount of liability FortisAlberta could face as a result of carrying out such obligations. If an investigation determines that damages have resulted from FortisAlberta's negligence or willful misconduct, the lesser of the following two amounts will be paid:

1. The cost to repair the damaged item, or
2. The value of an item of like kind and quality that has the same amount of wear and tear as the item that was damaged.

More information can be found on our [website](#) or on our "[How are claims paid?](#)" FAQ page."

Note to clarify the 18% difference is on the monthly site charges ONLY. This doesn't affect your bill on usage or installations, etc. This is only the monthly site charges that Fortis or EQUUS charges us to manage the system. This charge is INCLUDED as part of the monthly distribution charges from TREA that are on your monthly electrical bill. The AMR (automatic meter readings) are done monthly vs the EQUUS meter reads which are done quarterly. EQUUS is willing to discuss the ability of reading meters monthly – this will be an additional cost – unknown at this time. This 18% amounts to approximately \$5.00 per month per service – if you require more clarification please contact Melanie at the office. We cannot disclose the actual quoted contract amounts as per agreements with both Fortis and EQUUS.

We hope that this addresses any misconceptions. If you have already sent in your member input questionnaires and this new information changes any of your answers, please contact Melanie at 780-514-8732 or email office.trea@gmail.com and she will make the changes for you.