

Providing electricity, gas and water

kWh Kilowatt hour is the standard measure for electricity use--one kilowatt of electricity in use for one hour; a 100 watt bulb running for 10 hours would use 1 kWh of electricity.

GJ Gigajoule is a measure of the heat energy in a given volume of gas. A gigajoule of natural gas is equal to 26 litres of gasoline or 277 kilowatt hours of electricity.

CM Cubic Meter is the volume of water used by the customer. A cubic meter of water is equivalent to 1000 litres or 220 gallons.

Multiplier Meters may not measure the same units used in billing. The multiplier converts the measured units to the billing units. Gas is measured in cubic feet but is converted to energy units for billing.

Rate Your rate is how much you pay for electric, gas and/or water. Rates consist of flat monthly charges and one or more usage based charges.

Billing Period This is the time period of your bill, shown by start and end dates. Your billing period doesn't match the calendar month.

Service Charge A daily charge to cover the cost of providing and maintaining utility service to an address.

Administration Charges (Electric & Gas) cover costs related to billing and customer care. It also includes the costs of energy lost in distribution system lines.

Capacity Charge (Electric) ensures that we can generate enough electricity to meet the needs of our customers.

Commodity Charge (Gas & Water) covers the cost of providing natural gas and clean drinking water.

Community Warmth is an energy assistance program administered by the Salvation Army. The City is providing a convenient way in which customers can donate money to the program through their utility bills.

Delivery Charge (Gas) covers costs associated with maintaining the infrastructure of the city's gas distribution network, ensuring the safe and reliable delivery of natural gas.

Energy Charge (Electric) is the cost of electricity used by a customer measured in kilowatt hours (kWh's).

Energy Conservation Charge is applied to gas consumption greater than 18 GJ and electric consumption greater than 950 kWh. This money goes towards funding energy conservation programs such as funding renewable / alternative energy, resource conservation and education projects / programs.

Facilities Usage Charge (Electric) is a fee for accessing the delivery equipment of the electrical system and ensures the system is maintained and repaired as required.

Going Green The city purchases a portion of its power from wind generation

Municipal Consent And Access Fee

Your distributor pays a fee to the local government to use municipal land for power lines, substations, gas lines and infrastructure. The fee gives your distributor the right to provide electricity or gas to your municipality and covers municipal taxes on property and land. The fee is shared by all customers in your municipality. Each local government sets the fee based on provincial law.

Province of Alberta Carbon Levy is a key part of the Climate Leadership Plan, Alberta's action plan on climate change. Pricing carbon pollution is the most cost effective way to reduce the emissions that cause climate change. The carbon levy will be included in the price of all fuels that emit greenhouse gases when combusted including transportation and heating fuels.

Residential Recycling covers the costs associated with the curbside collection of recyclable material from residential customers. This includes supplying and maintaining the residential recycling carts and other administrative costs.

Waste Diversion/Minimization) covers costs that are associated with Recycling programs, (drop-off, yard waste, electronic waste and household hazardous waste recycling). The fee also helps to fund new recycling opportunities for waste diversion innovation as well as other new strategic plan activities.

How to pay

The easiest way to pay is automatic withdrawal which means you're never late. You can also pay on-line or by telephone banking, or by a cheque mailed to or dropped off at 580 1 ST SE Medicine Hat T1A 8E6. Please make cheques payable to City of Medicine Hat.

Paying your bill on time

Some banks take up to five business days to get payments to us. Please make sure your payment gets to us before the amount due date. We charge a 2.0% late payment fee.

Returned Payment Fees

We charge a fee for returned cheques or automatic withdrawal payments.

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