

For Direct Energy Customers

Direct Energy is your default supplier if you are in ATCO areas and the City of Lethbridge.

How do I know if I am on default?

When looking at your bill find 'kWh consumption' for the month. Then locate the 'Administration Charge' and/or 'Retail Fee'.

If you are on default your Administration Charge and/or Retail fee will be \$250 plus \$0.008/kWh.

For example:

Consumption	64,242.20 kWh
	64,242.20 kWh x \$0.008/kWh = \$513.94
	\$250 base charge
	Total Administration and Retail Charges = \$763.94

Direct Energy default bills can vary in format, so if you still are not sure?? Or still are confused?? Call us at 1-866-466-4774 to find out. All you need to do is fax us a bill and we can determine whether or not you are a default customer...it takes only minutes.