



October 4, 2021

Billing and Meter Read Notice

Dear valued customer,

Please be advised that effective October 30, 2021 Sage Utilities will take over customer care and billing services from Corix Customer Care.

We apologize for any inconvenience. Corix Customer Care has provided notice that they are no longer providing these services to 3rd parties utility companies.

What does that mean for Prince of Peace Customers:

- Commencing October 30, 2021, Corix Customer Care will no longer provide customer care and billing services including:
 - Host the website
 - Provide a Customer Care call center
 - Provide billing for water/sewer residential and commercial fees and other standard fees
 - Complete meter readings
- The September 2021 invoice will be the last invoice issued by Corix Customer Care and will be mailed October 6, 2021.
 - **Please note that to facilitate the wind-down of Corix Customer Care, meter readings will NOT be taken for the quarter ended September 30, 2021.**

Please make your payment to Corix as you normally would for this invoice.

- Corix Utilities will continue to maintain water and sewer systems until Rocky View County takes over water and sewer services.
- **Please note that after October 30th:**
 - Any issues related to water and sewer services can be reported to Corix at 403-273-8676 or Emergency & After-hours at 403-888-9249.
 - All customer billing concerns should be directed to 403-478-9661 or at info@sageproperties.ca

Sage Properties/Sage Utilities will commence billing effective for the service month of October 2021:

- Sage will provide monthly billing services until Rocky View County takes over billing for services
- Invoices will be issued based on the monthly fixed fee in the Tariffs, Terms and Conditions document for water and sewer and invoices delivered to residences the last weekday of the month. For October 2021, invoices will be delivered October 29, 2021.



➤ Residential fees:

Water fixed monthly fee	\$ 51.85 plus
Water maintenance surcharge	5.19
GST on surcharge	<u>.26</u>
Total water service	57.30
Sewer fixed	70.00
GST on sewer	<u>3.50</u>
Total sewer service	<u>73.50</u>
Total residential invoice per month	\$130.80

- Please find enclosed a Pre-Authorized Debit form pre-filled for the amount noted above. Complete and return the form no later than October 15, 2021.
 - Payments for October 2021 will be pulled on November 5, 2021.
- Alternatively, payments can be made by Cheque or money order– made out to Sage Properties Corp.
 - Payments can be left at the reception desk of the Prince of Peace Manor or mailed to/dropped off at:
Sage Properties Corp.
#115, 1925 18th Avenue NE
Calgary, AB T2E 7T8
- Sage cannot accept credit card payments.

The current monthly billing process is subject to change and is dependent on when Rocky View County takes over operations and billing customers.

Please call Corix Customer Service Department at **1-877-577-2112** should you have any questions.

You can also contact Sage Properties Corp./Sage Utilities at **403-478-9661** or at info@sageproperties.ca if you have any questions about the new billing process.

Sincerely,

Sage