



## *Media Advisory*

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### **Attention News Directors and Assignment Editors:**

On Tuesday, August 6<sup>th</sup>, 2013, SaskEnergy will be implementing a new Customer Care and Billing System – replacing the previous system which was introduced over 25 years ago. The new system will allow SaskEnergy to make process improvements, technology updates, and meet the demands of a growing province while continuing to provide a high level of customer service.

**The implementation process will begin the evening of Thursday, August 1<sup>st</sup>. To support the time required to complete implementation, SaskEnergy Customer Service offices throughout the province will be unavailable to accommodate walk-in traffic or answer inquiries through our general toll-free customer service line on Friday, August 2<sup>nd</sup>.**

**This will not affect our ability to respond to safety-related or emergency calls that are reported through our 24-hour emergency phone line.**

Online day-to-day self-serve options such as transferring, disconnecting, connecting natural gas service if a customer is moving, applying for new natural gas service, or submitting an email inquiry are available 24 hours a day, seven days a week by visiting [www.saskenergy.com](http://www.saskenergy.com).

A utility's Customer Care and Billing System, supports customer service, billing, collections, customer care, meter management and related revenue and financial information. SaskEnergy relies on this technology to bill over 15,000 customers per weekday, and manage over 365,000 customer accounts. Customers' billing and payment methods will not be affected by the implementation of the new system.

SaskEnergy has begun communicating information about the new Customer Care and Billing System to customers and will continue providing customers with information through a variety of methods during implementation and in the upcoming days.

If customers have any questions or concerns regarding the new Customer Care and Billing System, they can visit [www.saskenergy.com](http://www.saskenergy.com) for a list of Questions and Answers, or contact a Customer Service Representative at 1-800-567-8899.

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For more information, or to arrange an interview, please contact:

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