

**Attachments: Exhibit 1 through 7**

**London  
Hydro****Notice of Service Disconnection**

Dear Customer,

Your Electric service has been disconnected for non-payment of services.

The loss of electrical services may result in the operational failure of electrically run fire alarms or smoke and carbon monoxide detectors. To avoid any damages, which may be caused due to the termination or reconnection of the electric service(s), we suggest that you give this matter your immediate attention.

This letter serves notice that, for safety reasons, services remaining disconnected for more than one hundred and eighty days will require inspection from the Electrical Safety Authority prior to reconnection.

In order to have the service reconnected you are required to:

1. Pay all amounts outstanding plus additional charges associated with service disconnection. The only payment methods accepted are certified cheque or money order. This payment may be made in the payment drop box at London Hydro, 111 Horton Street, or at the service address at time of reconnection. If using the drop box clearly mark the Envelope "FOR RECONNECTION". Failure to mark the envelope may cause a delay in reconnection.
2. The attached Reconnection Application form **MUST** be completed prior to service being restored. If the application is incomplete reconnection will **NOT** occur. The application and the proof of identification must be submitted and verified prior to reconnection. The application and photocopy of Identification can be submitted at London Hydro, 111 Horton Street, or presented to service personnel at the service address at time of reconnection.

If you have any further questions or would like to arrange for reconnection please contact our office at 661-5503, between 8:15 and 6:00.

Reconnection can occur within approximately 24 hours of payment and completion of application, excluding weekends and evenings.

Please note that where appropriate, Landlords, Property Managers or Property Owners of rented premises will be notified of service disconnection.

London Hydro  
Collections Department

# General Service Customer - Application for Reconnection of Service

**CUSTOMER INFORMATION: PLEASE PRINT**

Full Corporate Name: \_\_\_\_\_  
Operating/Trading As: \_\_\_\_\_  
Customer Mailing Address: \_\_\_\_\_  
Business Phone: ☎ \_\_\_\_\_ Fax Number: ☎ \_\_\_\_\_  
Description of Business: \_\_\_\_\_ SIC Code: \_\_\_\_\_  
(ie. Appliance Wholesaler, Office, Variety Store, Steel Manufacturer, Clothing Retailer)  
Web Site Address: \_\_\_\_\_

**CONTACT INFORMATION: PLEASE PRINT**

Contact Name: \_\_\_\_\_ Phone Number: ☎ \_\_\_\_\_  
Title: \_\_\_\_\_ Fax Number: ☎ \_\_\_\_\_  
Email Address: \_\_\_\_\_

(Attach copy of Business Licence and Business Registration)

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Service Address: \_\_\_\_\_  
Date Service Commences (D/M/Y): \_\_\_\_/\_\_\_\_/\_\_\_\_

Will you be renting or owning the Service Address? ☐ renting ☐ owning

If renting, owner or landlord name and phone number: \_\_\_\_\_

As a condition of receiving services, a security deposit for each water and electric service may be billed to your account. If not already discussed with our office, please contact London Hydro to determine if you may be exempt from this deposit requirement.

**I, the undersigned**

- Certify all the information above to be true and complete
- Authorize and consent to the receipt and provision of account and information from credit grantors, credit bureaus and suppliers of services.
- Authorize and consent for a third party to submit information to London Hydro for the sole purpose of commencing service.
- Authorize London Hydro to use our personal information as required for the disconnection of electricity as described in London Hydro's Privacy Policy, which is available on request
- Hereby request London Hydro to supply distribution services at the above noted premises, and agree to accept distribution services from London Hydro in accordance with the Conditions of Service and in so accepting, agree to pay London Hydro at the authorized rates from the date the service commences.

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name & Title of Signing Officer: \_\_\_\_\_

Please return to: Customer Service Dept., London Hydro, 111 Horton Street, P.O. Box 2700, London, ON N6A 4H6  
Web Site: <http://www.londonhydro.com>  
Phone Inquiries: (519) 661-5503 – 8:15 am to 6:00 pm – Mon. to Fri  
FAX #: (519) 661-5060  
Drop Box Locations: Visitors Parking, (off Talbot Street, northeast entrance) and 111 Horton Street, entrance



**London  
Hydro**

## Notice of Service Disconnection

Dear Customer,

Your Electric service has been disconnected for non-payment of services.

The loss of electrical services may result in the operational failure of electrically run fire alarms or smoke and carbon monoxide detectors. To avoid any damages, which may be caused due to the termination or reconnection of the electric service(s), we suggest that you give this matter your immediate attention.

This letter serves notice that, for safety reasons, services remaining disconnected for more than one hundred and eighty days will require inspection from the Electrical Safety Authority prior to reconnection.

In order to have the service reconnected you are required to:

1. Pay all amounts outstanding plus additional charges associated with service disconnection. The only payment methods accepted are certified cheque or money order. This payment may be made in the payment drop box at London Hydro, 111 Horton Street, or at the service address at time of reconnection. If using the drop box clearly mark the Envelope "FOR RECONNECTION". Failure to mark the envelope may cause a delay in reconnection.
2. The attached Reconnection Application form MUST be completed prior to service being restored. If the application is incomplete reconnection will NOT occur. The application and the proof of identification must be submitted and verified prior to reconnection. The application and photocopy of Identification can be submitted at London Hydro, 111 Horton Street, or presented to service personnel at the service address at time of reconnection.

If you have any further questions or would like to arrange for reconnection please contact our office at 661-5503, between 8:15 and 6:00.

Reconnection can occur within approximately 24 hours of payment and completion of application, excluding weekends and evenings.

Please note that where appropriate, Landlords, Property Managers or Property Owners of rented premises will be notified of service disconnection.

London Hydro  
Collections Department

EXHIBIT #2  
**Residential Application for Reconnection of Service**

A20  
RESIDENTIAL

**OCCUPANT 1** (*This name will appear on the bill*) PLEASE PRINT

Full Name: \_\_\_\_\_ Birth Date (MM/DD/YY): \_\_\_\_/\_\_\_\_/\_\_\_\_ Bus.: ☎ \_\_\_\_\_  
ID # 1 (Photo): \_\_\_\_\_ ID Type: \_\_\_\_\_ Res.: ☎ \_\_\_\_\_  
ID # 2: \_\_\_\_\_ ID Type: \_\_\_\_\_ Other: ☎ \_\_\_\_\_  
Employer Name & Address: \_\_\_\_\_

**OCCUPANT 2** PLEASE PRINT

Full Name: \_\_\_\_\_ Birth Date (MM/DD/YY): \_\_\_\_/\_\_\_\_/\_\_\_\_ Bus.: ☎ \_\_\_\_\_  
ID # 1 (Photo): \_\_\_\_\_ ID Type: \_\_\_\_\_ Res.: ☎ \_\_\_\_\_  
ID # 2: \_\_\_\_\_ ID Type: \_\_\_\_\_ Other: ☎ \_\_\_\_\_  
Employer Name & Address: \_\_\_\_\_

**\*Two pieces of photocopied identification are required with submission of this application\***

One of the two pieces of ID must be a Driver's License, Passport, Age of Majority Card, University or College Student Card

Service Address: \_\_\_\_\_

Date Service Commences (MM/DD/YY): \_\_\_\_/\_\_\_\_/\_\_\_\_

Mailing Address (if different from Service Address): \_\_\_\_\_

Will you be leasing or owning the Service Address? ☐ renting/leasing ☐ owning

If leasing, owner or landlord name and phone number: \_\_\_\_\_

As a condition of receiving services, a security deposit for each water and electric service may be billed to your account. If not already discussed with our office, please contact London Hydro to determine if you may be exempt from this deposit requirement.

**I, the undersigned**

- Certify all the information above to be true and complete
- Authorize and consent to the receipt and provision of account and information from credit grantors, credit bureaus and suppliers of services.
- Authorize and consent for a third party to submit information to London Hydro for the sole purpose of commencing service.
- Authorize London Hydro to use my personal information as required for the disconnection of electricity as described in London Hydro's Privacy Policy, which is available on request
- Hereby request London Hydro to supply distribution services at the above noted premises, and agree to accept distribution services from London Hydro in accordance with the Conditions of Service and in so accepting, agree to pay London Hydro at the authorized rates from the date the service commences.

Signature Occupant 1: \_\_\_\_\_ Date: \_\_\_\_\_

Signature Occupant 2: \_\_\_\_\_ Date: \_\_\_\_\_

Please return to: Customer Service Dept., London Hydro, 111 Horton Street, P.O. Box 2700, London, ON N6A 4H6  
Web Site: <http://www.londonhydro.com>  
Phone Inquiries: (519) 661-5503 – 8:15 am to 6:00 pm – Mon. to Fri  
FAX #: (519) 661-5060  
Drop Box Locations: Visitors Parking, (off Talbot Street, northeast entrance) and 111 Horton Street, entrance

## Fire Safety Notice

For Homes, Apartments and Businesses

### Warning/Caution

While the electricity is off, take care when using alternative lighting, cooking and heating equipment. Review the following information and take precautions to make sure everyone stays safe.

#### Smoke and Carbon Monoxide Alarms

These alarms are essential for your family's safety. Smoke and carbon monoxide alarms electrically connected to your home's power supply will not work when the electricity is off, unless they have battery back-ups. Test your smoke alarms to find out if they work.

Make sure your home has a battery-operated smoke alarm on every level and a battery-operated carbon monoxide alarm. You are responsible for notifying your landlord that the dwelling is without electricity.

#### Home Escape Planning and Emergency Communication

Inform everyone in your home about the fire safety rules they must follow. Conduct regular safety checks of each room and keep a watchful eye on children and older adults. Make sure everyone knows they must leave the building immediately in event of fire. Practice your escape plan. Have at least one telephone (not cordless) that works during a power failure.

#### Heating and Cooking

Make sure electric stove elements, ovens, kettles, frying pans, clothes irons, hair-dryers, etc., are OFF or unplugged to prevent fires from starting when the electricity is restored.

Think carefully before you bring a fuel-burning appliance into your home. Any device that burns fuel requires oxygen to burn properly and ventilation to remove the deadly products of combustion. Carbon monoxide is produced by any device fuelled by natural gas, propane, heating oil, kerosene, coal, charcoal, gasoline or wood. It is a colourless, odourless and tasteless gas that can be deadly.

*A public safety message from the Ministry of Community Safety and Correctional Services*

For additional fire safety tips:

Contact Your Local Fire Department



Ce document est disponible en français.

#### Alternative Lighting

- Use flashlights or chemical light sticks instead of candles or lanterns to reduce fire risks.

#### Matches and Lighters

- Keep all matches and lighters out of sight and reach of children, preferably locked away.

#### Candles

- Place in secure candleholders, protected by a glass chimney.
- Keep candles away from all combustible materials, such as draperies, paper, etc.
- Place them out of reach of children and pets.
- Avoid walking with a lit candle or taking it into a closet or similar area to look for things.
- Extinguish candles when you leave the room or go to sleep.
- Never leave them unattended.

#### Lanterns and Oil Lamps

- Place lamps and lanterns in a secure place where they cannot be knocked over by children or pets.
- Keep them away from combustibles and windy areas.
- Refill lamps and lanterns outdoors away from combustibles and other people.
- Before going to sleep, make sure that all lamps are out.

#### Portable Space Heaters

- Use only portable space heaters that have been designed for indoor, and where applicable residential use.
- Before using one, review the manufacturer's recommendations for usage and follow the instructions carefully. Only use the fuel for which the appliance is designed.
- Provide adequate ventilation by opening a window slightly, when the heater is in use.
- Before refueling, turn off the heater, wait for it to cool and take the heater outside to refill.
- Keep all heaters at least 1 m (3 feet) away from combustible materials including drapes, carpeting and furniture.
- Turn portable space heaters off when you are not in the room and before going to sleep.

#### Woodstoves and Fireplaces

- If you have not used the fireplace or woodstove for a long time, have it checked by a professional technician before using it. The chimney may be blocked or damaged, which could cause a fire or a build-up of carbon monoxide inside the building.
- Always empty ashes into a covered metal container and store them outside, away from combustibles.

**Propane and charcoal barbecues** should be used outside only. Do not bring them inside the building.

#### Loss of Heat

When a building's heating system is inoperative, water supplies, sanitary systems, fire sprinklers, standpipe hose systems and portable fire extinguishers, amongst other things, may freeze. Freezing can make this equipment inoperative and cause damage. Precautions must be taken to prevent this from happening.

#### Portable Generators

- Portable generators should be used outdoors only. They should be carefully placed outside to ensure that fumes do not enter the building.
- Generators and not hot gases should be kept away from combustibles.
- Store fuel for the generator outside in an approved container a safe distance away from the building and generator.
- Refuel only after shutting it down and letting it cool.
- Follow manufacturer's recommendations regarding use.
- Hire a licensed electrical contractor or electrician to install the unit. Have the installation inspected by the Electrical Safety Authority.

#### Fire and Life Safety Systems

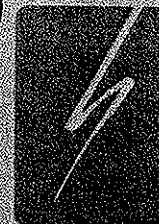
Without electricity, fire and life safety systems may not operate as originally designed. The fire alarm system, voice communication system, emergency lighting, fire sprinkler system, standpipe and hose system, and other fire and life safety features rely on electricity to operate appropriately. Some fire and life safety systems are equipped with a secondary source of power consisting of batteries. When the power is depleted in these batteries, the system or equipment will no longer work. **The Ontario Fire Code, O. Reg. 388/97 as amended, stipulates that such systems must be maintained in operating condition at all times.** Should the power not be promptly restored or where an alternative electrical power supply is not provided, occupant safety and property are at risk from fire.

#### Alternative Measures

Review the buildings' approved "Fire Safety Plan". Occupants must know the fire and life safety practices they must follow. The local Chief Fire Official must be contacted where applicable to determine approved alternative measures. These measures are to be implemented for the life safety of building occupants when fire and life safety systems are inoperative or impaired.

EXHIBIT # 4 A20  
**URGENT REMINDER NOTICE  
IMMEDIATE ACTION REQUIRED** (FRONT)

Hand Delivered \_\_\_\_\_  
Account Address \_\_\_\_\_  
Account Number \_\_\_\_\_  
Amount Past Due \$ \_\_\_\_\_ Plus \$10.00 = \$ \_\_\_\_\_  
Collection fee of \$10.00 has been charged to your account.  
Disconnection of Services will occur on or about \_\_\_\_\_



**London  
Hydro**

Dear London Hydro Customer:

If payment is not received in our office, your utility services will be disconnected **WITH NO FURTHER NOTICE**. See reverse of card for your payment options and the additional charges that are associated with disconnection/reconnection of your service.

If disconnected, full payment (certified cheque/money order) including additional charges and completed Application must be received before reconnections will occur. Reconnection will occur within 24 hours after payment and Application are received, excluding weekends and evenings.

If your account has been recently paid or to make payment arrangements, please call our Customer Service Department at 519 661 5503 to avoid disconnection of service.

SKU 60218 - Form #4

EXHIBIT # 4 (BACK OF CARD)

**Payment Options**

1. Deposit for the amount past due into our 24 hour drop boxes at 111 Horton Street  
(Note payments are processed Monday to Friday, during regular business hours)
2. Pay the amount past due at a bank.

**Immediately notify London Hydro of payment by calling our Customer Service Department at 519 661 5503. (Please provide verification/receipt number of payment)**

**Disconnection of Service**

Please note the loss of electrical services may result in the operational failure of electrically run fire alarms, smoke and carbon monoxide detectors and other equipment. To avoid any damages, which may be caused due to the termination of the electric service, we suggest that you give this matter your immediate attention.

**Additional Charges**

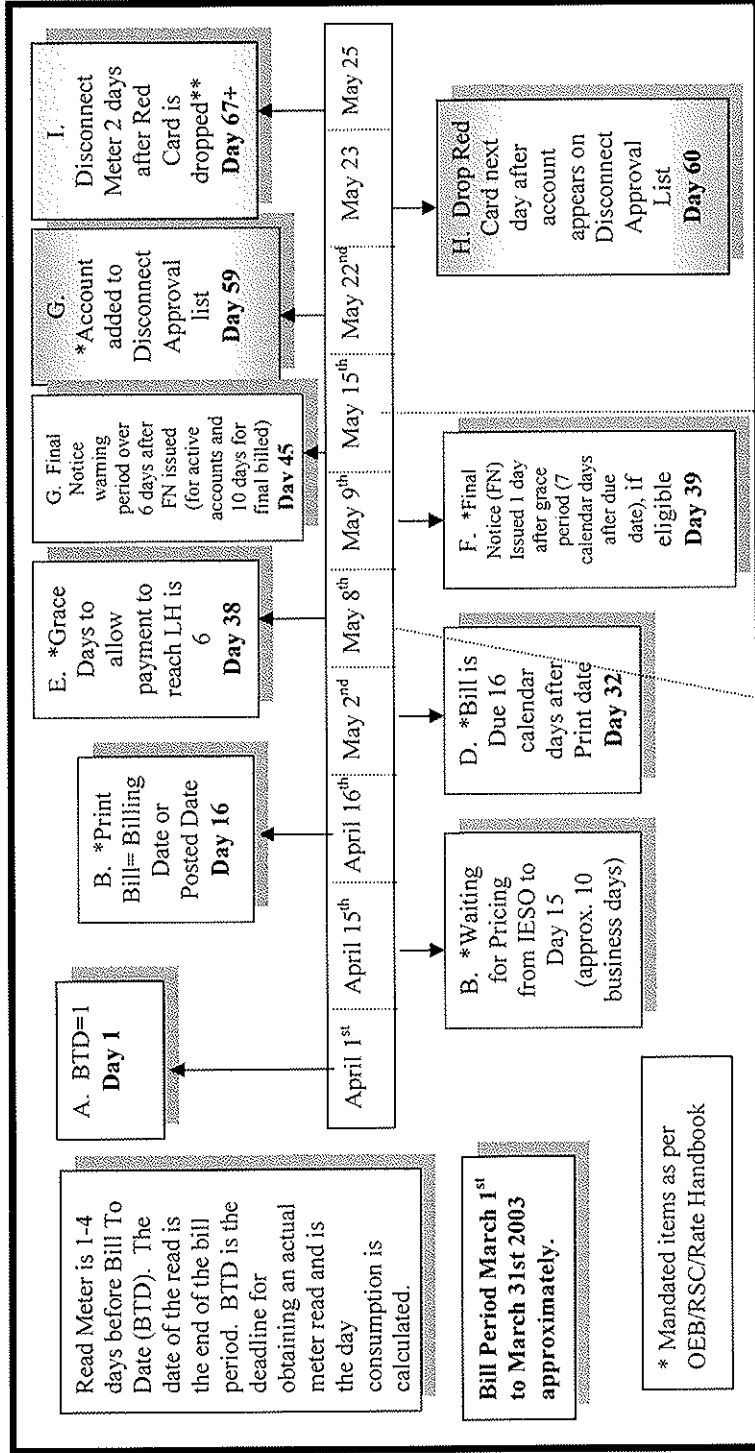
Disconnection/Reconnection for non-payment \$36.75 -- \$105.00

Inaccessible meters disconnected at the overhead or underground connection \$194.25

**Application of Security Deposit**

A security deposit may be assessed to your account. Security deposits will be determined for each account and range from \$180.00 to 2.5 times your average monthly Bill.

## Billing and Collections Process Timeline



Kick in/out rules drive Final Notices & Bill Messages:  
Final notice is issued to customers who meet the kick in rules.

1. Gentle reminder Final Notice for "A" credit rated customers when 2 consecutive bills overdue.
2. Stronger Final Notice for "B", "C", & "X" credit rated customers that owe more than \$50.
3. Final bill Final Notice sent, if final bill remains unpaid. Only sent if \$X owing.

If Kick in rule is not met, the customer does not receive FN but receives a bill message on the next bill.

\*\*Disconnected meter is inspected regularly to monitor for theft of power.  
\*\*Disconnected services are either removed or put in the owner's name. If meter removed, the account (once final billed) can be sent to a collection agency, if unpaid. If account put in owner's name, than the tenant's acct. (once final billed) can be sent to a Collection Agency, if unpaid.

Notes: LH advises the City of London to disconnect water services when required. Vital service bylaw prohibits cuts but allows a lien to be placed on the overdue bulk-metered services.

### Disconnect Approval List

1. For a "work area" (neighborhood), LH selects the most serious accounts using guiding principles- age and value of A/R (about 300 accounts are sent out).
2. On a daily basis, we have the capacity to resolve about 350 accounts and about 160 new accounts are added to the disconnect queue- a net resolution of about 190 accounts on a daily basis.
3. Disconnect Approval List houses all eligible account for field collection activity. Is automatically updated (removed) when payments are received. Daily service orders are generated from this list.

5 days (parameter) after the due date, make outbound call:

- if B, C, X customer owes more than \$100.
- If A customer and 2 overdue bills & owes more than \$100, make call

13 days (parameter) after the due date, make outbound call:

- if B, C, X customer owes more than \$100.
- If A customer and 2 overdue bills & owes more than \$100, make call

4 days (parameter) after the FINAL BILL due date, make outbound call:

- if B, C, X customer owes more than \$50.
- If A customer and 2 overdue bills & owes more than \$50.

A27

EXHIBIT # 6

March 25, 2008

<<OwnerFirstName>><<OwnerLastName>>  
<<AddressLine1>>  
<<AddressLine2>>  
<<AddressLine3>>

**Urgent Notice of  
Tenancy Change**

Subject:

Dear <<OwnerFirstName>> <<OwnerLastName>>

This letter is sent as a courtesy to advise you that your tenant, xxxxxxxxxxxxxxxx at UNIT 1 444 SOUTHDAL RD E, LONDON, ON CA has requested a final reading for April 12<sup>th</sup> and your name has been placed on the account from this date.

When you have a new tenant at your property, we require that the **tenant** of the property contact us and provide their full name(s), proper identification, mailing address and contact information. We can no longer accept third party notification for application of service and for final readings. Requests of this nature can only be made directly by the tenant of the property.

In order to assist in having your new tenant sign up for services with us, please find enclosed London Hydro's standard Application for Service, which you may have your new tenant sign and forward to London Hydro for processing.

If you have any questions, please call our Customer Services Department by phone at (519) 661-5503 between 8:15 a.m. and 6:00 p.m., Monday to Friday, by fax at (519) 661-5838 or by email at [billingsupport@londonhydro.com](mailto:billingsupport@londonhydro.com)

Yours truly,

LONDON HYDRO

Customer Services Department

EXHIBIT # 6

CONTINUED

## Residential Application for Service

Please complete the form, attach the required information, and return within 5 business days of receipt either by mail, fax or drop box.

### PART 1a - Primary Customer Name (This name will appear on the bill.) PLEASE PRINT

Full Name: \_\_\_\_\_ Birth Date (MM/DD/YYYY): \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Residential Ph.: \_\_\_\_\_ E-mail: \_\_\_\_\_ Other Ph.: \_\_\_\_\_

\*Two pieces of photocopied identification (1 photo ID) are required with submission of this application\*  
Preferred ID: Driver's Licence and Social Insurance Number

ID # 1 (Photo): \_\_\_\_\_ ID Type: \_\_\_\_\_

ID # 2: \_\_\_\_\_ ID Type: \_\_\_\_\_

Employer's Name & Address: \_\_\_\_\_ Business Ph.: \_\_\_\_\_

Student Information: Student ID#: \_\_\_\_\_ School: \_\_\_\_\_ Parent's Name: \_\_\_\_\_

Parent's Address: \_\_\_\_\_ Parent's Ph.: \_\_\_\_\_

### PART 1b - Other Responsible Customer Name (if applicable) PLEASE PRINT

Full Name: \_\_\_\_\_ Birth Date (MM/DD/YYYY): \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Residential Ph.: \_\_\_\_\_ E-mail: \_\_\_\_\_ Other Ph.: \_\_\_\_\_

ID # 1 (Photo): \_\_\_\_\_ ID Type: \_\_\_\_\_

ID # 2: \_\_\_\_\_ ID Type: \_\_\_\_\_

Employer's Name & Address: \_\_\_\_\_ Business Ph.: \_\_\_\_\_

Student Information: Student ID#: \_\_\_\_\_ School: \_\_\_\_\_ Parent's Name: \_\_\_\_\_

Parent's Address: \_\_\_\_\_ Parent's Ph.: \_\_\_\_\_

Customers that are listed above and have signed below accept financial responsibility for the account and can access all account information.

### PART 2 - Service Address:

Date Service Commences (MM/DD/YY): \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Mailing Address (if different from Service Address): \_\_\_\_\_

Will you be renting or owning the Service Address? ☐ Renting ☐ Owning

If renting: owner's name and number; if owning: lawyer's name and number: \_\_\_\_\_

Previous Service Address (if applicable): \_\_\_\_\_ Account #: \_\_\_\_\_

Do you require a final reading at your previous address? ☐ Yes ☐ No If yes, date (MM/DD/YY): \_\_\_\_ / \_\_\_\_ / \_\_\_\_

### PART 3:

☐ Yes, enroll my account in the Pre-Authorized Payment Plan. If choosing the Pre-authorized Plan, please enclose a void cheque (specify the name and address and/or account number on the cheque) and return with this application.

If you would like to enroll in London Hydro's Budget Billing program, please see details in the enclosed insert and contact us if you are interested (excluding Retailer associated customers).

### PART 4:

As a condition of receiving services, an initial security deposit for each electric and water service may be billed to your account. If not already discussed with our office, please contact London Hydro to determine if you may be exempt from this deposit requirement. The information collected will be used by London Hydro to establish and maintain a service connection, and for billing and collections activities. If you are a tenant, the owner's name and address will be used to provide notice in the event that your service is disconnected. The owner may also be notified of your final billing date.

#### I/We, the undersigned

- certify all the information above to be true and complete;
- authorize and consent to the receipt and provision of account and credit information from credit grantors, credit bureaus and suppliers of services;
- authorize and consent for a third party to submit information to London Hydro for the sole purpose of commencing service;
- authorize London Hydro to use my personal information as required for the disconnection of electricity as described in London Hydro's Privacy Policy, which is available on request;
- hereby request London Hydro to supply distribution services at the above noted premises, and agree to accept distribution services from London Hydro in accordance with the Conditions of Service as it exists and is amended from time to time and in so accepting, agree to pay London Hydro at the authorized rates from the date the service commences.

Signature Primary Customer: \_\_\_\_\_ Date: \_\_\_\_\_

Signature Other Responsible Customer: \_\_\_\_\_ Date: \_\_\_\_\_

Mailing Address: Customer Service Dept., London Hydro, 111 Horton Street, P.O. Box 2700, London, ON N6A 4H6  
Phone Inquiries: (519) 661-5503 from 8:15 a.m. to 6:00 p.m.  
E-mail Address: billingsupport@londonhydro.com  
Web Site: http://www.londonhydro.com  
Fax: (519) 661-5838  
Drop Box Locations: Visitors' Parking, (off Talbot Street, northeast entrance) and 111 Horton Street entrance

# EXHIBIT # 7

Tuesday, March 25, 2008

Welcome to London Hydro!

Dear

Whether you are a new customer or you have relocated within London, we require that all customers complete and return the enclosed Application for Service with two pieces of photocopied identification (one must be photo identification) preferably a Driver's Licence and Social Insurance Number as well as your date of birth.

Per section 2.4.9.2 'Billing Responsibility' in London Hydro's Conditions of Service, "a signed application must be received with the appropriate documentation (i.e. Personal Identification) within 5 days of the service request or the service will not be provided and/or will be subject to disconnection." Services are provided based on London Hydro's 'Conditions of Service' document, which is available on our web site at [www.londonhydro.com](http://www.londonhydro.com).

## Rate Options:

### Residential Customers

will be billed in accordance with the Regulated Price Plan (RPP) established by the Ontario Energy Board; or you may choose to purchase electricity through a retailer offering contract rates \* (see note below); or if you have an interval meter, you can pay for electricity based on actual wholesale market prices.

\* If you had an electricity contract with a Retailer at your previous address and it follows you to London, you may be billed a "RPP Settlement" transaction. The "RPP Settlement" can be reversed if you advise us within 3 months of the move in date, that you had an existing retailer contract prior to moving.

We have enclosed the current rate schedule. The "Account Set-Up Charge" covers the administrative fees associated with moving and will appear on the first invoice after each move.

Please see the enclosed insert for all your billing and payment options.

To ensure accurate billing, if the electric and/or water meters are inside, and not accessible to our meter readers, we suggest that you submit regular readings including the first and/or last reading, by phone or online. We look forward to providing you with our services, and if you need further assistance, please contact our Customer Services Department.

Yours truly,

LONDON HYDRO  
Customer Service Department

**Mailing Address:** Customer Service Dept., London Hydro, 111 Horton Street, P.O. Box 2700, London, ON N6A 4H6  
**Phone Inquiries:** (519) 661-5503 from 8:15 am to 6:00 pm - Monday to Friday  
**E-mail Address:** [BillingSupport@londonhydro.com](mailto:BillingSupport@londonhydro.com)  
**Web Site:** <http://www.londonhydro.com>  
**Fax:** (519) 661-5838  
**Drop Box Locations:** Visitors' Parking, (off Talbot Street, northeast entrance) and 111 Horton Street entrance

**Residential Application for Service**

Please complete the form, attach the required information, and return within 5 business days of receipt either by mail, fax or drop box.

**PART 1a - Primary Customer Name (This name will appear on the bill.) PLEASE PRINT**

Full Name: \_\_\_\_\_ Birth Date (MM/DD/YYYY): \_\_\_\_/\_\_\_\_/\_\_\_\_  
 Residential Ph.: \_\_\_\_\_ E-mail: \_\_\_\_\_ Cellular: \_\_\_\_\_

\*Two pieces of photocopied identification (1 photo ID) are required with submission of this application\*

Preferred ID: Driver's Licence and Social Insurance Number

ID # 1 (Photo): \_\_\_\_\_ ID Type: \_\_\_\_\_  
 ID # 2: \_\_\_\_\_ ID Type: \_\_\_\_\_

Employer's Name & Address: \_\_\_\_\_ Business Ph.: \_\_\_\_\_  
 Student Information: Student ID#: \_\_\_\_\_ School: \_\_\_\_\_ Parent's Name: \_\_\_\_\_  
 Parent's Address: \_\_\_\_\_ Parent's Ph.: \_\_\_\_\_

**PART 1b - Other Responsible Customer Name (if applicable) PLEASE PRINT**

Full Name: \_\_\_\_\_ Birth Date (MM/DD/YYYY): \_\_\_\_/\_\_\_\_/\_\_\_\_  
 Residential Ph.: \_\_\_\_\_ E-mail: \_\_\_\_\_ Cellular: \_\_\_\_\_

ID # 1 (Photo): \_\_\_\_\_ ID Type: \_\_\_\_\_  
 ID # 2: \_\_\_\_\_ ID Type: \_\_\_\_\_

Employer's Name & Address: \_\_\_\_\_ Business Ph.: \_\_\_\_\_  
 Student Information: Student ID#: \_\_\_\_\_ School: \_\_\_\_\_ Parent's Name: \_\_\_\_\_  
 Parent's Address: \_\_\_\_\_ Parent's Ph.: \_\_\_\_\_

Customers that have listed above and have signed below accept financial responsibility for the account and can access all account information.

**PART 2 - Service Address:**

Date Service Commences (MM/DD/YYYY): \_\_\_\_/\_\_\_\_/\_\_\_\_

Mailing Address (if different from Service Address): \_\_\_\_\_

Will you be renting or owning the Service Address? Renting \_\_\_\_\_ Owning \_\_\_\_\_

If renting: owner's name and number; if owning: lawyer's name and number: \_\_\_\_\_

Previous Service Address (if applicable): \_\_\_\_\_ Account #: \_\_\_\_\_

Do you require a final reading at your previous address? Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, date (MM/DD/YYYY): \_\_\_\_/\_\_\_\_/\_\_\_\_

**PART 3:**

Yes, enroll my account in the Pre-Authorized Payment Plan. If choosing the Pre-authorized Plan, please enclose a void cheque (specify the name and address and/or account number on the cheque) and return with this application.

If you would like to enroll in London Hydro's Budget Billing program, please see details in the enclosed insert and contact us if you are interested (excluding Retailer Associated Customers)

**PART 4:**

As a condition of receiving services, an initial security deposit for each electric and water service may be billed to your account. If not already discussed with our office, please contact London Hydro to determine if you may be exempt from this deposit requirement. The information collected will be used by London Hydro to establish and maintain a service connection, and for billing and collections activities. If you are a tenant, the owner's name and address will be used to provide notice in the event that your service is disconnected. The owner may also be notified of your final billing date.

I/We, the undersigned

certify all the information above to be true and complete;  
 authorize and consent to the receipt and provision of account and credit information from credit grantors, credit bureaus and suppliers of services;  
 authorize and consent for a third party to submit information to London Hydro for the sole purpose of commencing service;  
 authorize London Hydro to use my personal information as required for the disconnection of electricity as described in London Hydro's Privacy Policy, which is available on request;  
 hereby request London Hydro to supply distribution services at the above noted premises, and agree to accept distribution services from London Hydro in accordance with the Conditions of Service as it exists and is amended from time to time and in so accepting, agree to pay London Hydro at the authorized rates from the date the service commences.

Signature Primary Customer: \_\_\_\_\_ Date: \_\_\_\_\_

Signature Other Responsible Customer: \_\_\_\_\_ Date: \_\_\_\_\_

**Mailing Address:** Customer Service Dept., London Hydro, 111 Horton Street, P.O. Box 2700, London, ON N6A 4H6

**Phone Inquiries:** (519) 661-5503 from 8:15 am to 6:00 pm - Monday to Friday

**E-mail Address:** BillingSupport@londonhydro.com

**Web Site:** http://www.londonhydro.com

**Fax:** (519) 661-5838

**Drop Box Locations:** Visitors' Parking, (off Talbot Street, northeast entrance) and 111 Horton Street entrance

Tuesday, March 25, 2008

Dear

Welcome to London Hydro! Whether you are a new customer or you have relocated within London, we require that all customers complete and return the enclosed 'Application for Service'. Per section 2.4.9.2 'Billing Responsibility' in London Hydro's Conditions of Service, "a signed application must be received with the appropriate documentation (i.e. Personal Identification) within 5 days of the service request or the service will not be provided and/or will be subject to disconnection." Services are provided based on London Hydro's 'Conditions of Service' document, which is available on our web site at [www.londonhydro.com](http://www.londonhydro.com).

**Rate Options:**

Low volume consumers including small businesses (whose consumption is 250,000 kilowatt-hours per year or less) and "designated" consumers:

- will be billed in accordance with the Regulated Price Plan (RPP) established by the Ontario Energy Board;
- or you may choose to purchase electricity through a retailer offering contract rates \* (see note below);
- or if you have an interval meter, you can pay for electricity based on actual wholesale market prices.

\* If you had an electricity contract with a Retailer at your previous address and it follows you to London, you may be billed a "RPP Settlement" transaction. The "RPP Settlement" can be reversed if you advise us within 3 months of the move in date, that you had an existing retailer contract prior to moving.

Note: "Designated" consumers are large volume customers (whose consumption is 250,000 kilowatt-hours per year or more) and have either been identified as one of the following organizations or declared, in writing, a special status such as: municipalities, schools, universities, hospitals, registered charities. Other eligible "designated" consumers are farmers and organizations in the health and social services sector. Organizations should always check the first bill to ensure the billing rate is appropriate. London Hydro will not make retroactive rate category changes.

In addition, RPP customers, including all low volume and "designated" consumers, with buildings that have multiple residences, but only one meter, have the opportunity to declare, in writing, the number of units, in order to receive the lower tiered price for each residential unit.

If you would like to apply for either "designated" and/or "multi unit" status, additional information and forms are available on our web site or by calling Customer Services. Note: You must apply for the "designated" and/or "multi-unit" status each time you move and your rate will be changed upon receipt of qualifying documentation. The account(s) will remain on the "designated" and/or "multi unit" status until such time that the account no longer qualifies or you advise us in writing that you would like to be billed under a different rate option.

Large volume consumers including medium and large businesses (whose consumption is more than 250,000 kilowatt-hours per year) and are not "designated" as noted above:

- will be billed the wholesale price: either the Hourly Ontario Energy Price (interval meter) or the Weighted Average Hourly Spot Price (non-interval metered);
- or you may choose to purchase electricity through a retailer offering contract rates;
- or if you have an interval meter, you can pay for electricity based on actual wholesale market prices.

**Security Deposit:**

A security deposit may be billed to your account. Depending on your rate classification and documentation provided, full or partial exemptions from the deposit requirement may be available. Additional information, regarding London Hydro's full deposit requirements and exemption guidelines, is available on our web site or by calling our Customer Service Department. The "Account Set-Up Charge" covers the administrative fees associated with moving and will appear on the first invoice after each move.

Please see the enclosed insert for all your billing and payment options.

To ensure accurate billing, if the electric and/or water meters are inside, and not accessible to our meter readers, we suggest that you submit regular readings including the first and/or last reading, by phone or online. We look forward to providing you with our services, and if you need further assistance, please contact our Customer Services Department.

Yours truly,

LONDON HYDRO  
Customer Service Department

**General Service Customer - Application for Service**

Please complete the form, attach the required information, and return within 5 business days of receipt either by mail, fax or drop box.

**CUSTOMER INFORMATION: PLEASE PRINT**

Legal Registered Name: \_\_\_\_\_ Registration #: \_\_\_\_\_  
 Operating/Trading As: \_\_\_\_\_ Ontario Corporation #: \_\_\_\_\_  
 Business Mailing Address: \_\_\_\_\_  
 Description of Business: \_\_\_\_\_ SIC Code: \_\_\_\_\_  
 (ie. Appliance Wholesaler, Medical Office, Variety Store, Steel Manufacturer, Clothing Retailer)  
 Web Site Address: \_\_\_\_\_

**CONTACT INFORMATION: PLEASE PRINT**

Accounts Payable Contact Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
 E-mail Address: \_\_\_\_\_ Fax Number: \_\_\_\_\_

**Name of Business Owner(s), Partner(s) or Principal(s):**

Business Owner 1: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
 Position: \_\_\_\_\_ E-mail Address: \_\_\_\_\_  
 Business Owner 2: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
 Position: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

To be filled out when business is owned by a sole proprietor or by partners:

Business Owner 1: \_\_\_\_\_ Business Owner 2: \_\_\_\_\_  
 Driver's Licence: \_\_\_\_\_ Driver's Licence: \_\_\_\_\_  
 Social Insurance Number: \_\_\_\_\_ Social Insurance Number: \_\_\_\_\_  
 Date of Birth (MM/DD/YYYY): \_\_\_\_\_ Date of Birth (MM/DD/YYYY): \_\_\_\_\_

**Service Address:**

Date Service Commences (MM/DD/YYYY): \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
 Will you be leasing or owning the Service Address? Lease Own  
 If leasing, owner's name and number ; if owning, lawyer's name and number: \_\_\_\_\_

**Applying for special status (Please attach appropriate forms):**

"Designated" consumer declaration (attach form)

"Multi-unit" declaration (attach form)

More information and forms can be obtained on London Hydro's web site at [www.londonhydro.com](http://www.londonhydro.com)

Yes, enroll my account in the Pre-Authorized Payment Plan.

If choosing the Pre-authorized Plan, please enclose a void cheque (specify the name and address and/or account number on the cheque) and return with this application.

As a condition of receiving services, an initial security deposit for each electric and water service may be billed to your account. If not already discussed with our office, please contact London Hydro to determine if you may be exempt from this deposit requirement. The information collected will be used by London Hydro to establish and maintain a service connection, and for billing and collections activities. If you are a tenant, the owner's name and address will be used to provide notice in the event that your service is disconnected. The owner may also be notified of your final billing date.

I/We, the undersigned

certify all the information above to be true and complete;  
 authorize and consent to the receipt and provision of account and credit information from credit grantors, credit bureaus and suppliers of services;  
 authorize and consent for a third party to submit information to London Hydro for the sole purpose of commencing service;  
 authorize London Hydro to use my personal information as required for the disconnection of electricity as described in London Hydro's Privacy Policy, which is available on request;  
 hereby request London Hydro to supply distribution services at the above noted premises, and agree to accept distribution services from London Hydro in accordance with the Conditions of Service as it exists and is amended from time to time and in so accepting, agree to pay London Hydro at the authorized rates from the date the service commences.  
 further agree, that should credit be extended to me or to my business entity in which I have propriety interest, pursuant to this Credit Application, I guarantee and am personally responsible for the payment of all monies due and owing to London Hydro.

Owner 1 Name (Print): \_\_\_\_\_ Signature \_\_\_\_\_ Date: \_\_\_\_\_

Owner 2 Name (Print): \_\_\_\_\_ Signature \_\_\_\_\_ Date: \_\_\_\_\_

Mailing Address: Customer Service Dept., London Hydro, 111 Horton Street, P.O. Box 2700, London, ON N6A 4H6

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