



APPLICATION FOR ELECTRICAL SERVICES\* (RESIDENTIAL & < 50kW)

Account Number: Service Date: Security Deposit Due:

Name & Service Address:

Name: Date of Birth: Telephone: Cell: email: Street No: Street Name: Apt or Unit: PO Box: City: Province: Postal Code:

Mailing Address: (if different from above)

Street No: Street Name: Apt or Unit: PO Box: City: Province: Postal Code:

Property Owner: Tenant: Residential Connection: Owner Name: < 50kW Connection (General Service): Owner Address:

Credit Information: Credit Card Expiry Date:

Driver License: SIN:

Name of Bank: Branch:

Employer: Telephone:

Address:

Name and title of person signing application: (Please Print)

Authorized Signature: Date:

The Customer agrees to abide by the Distributor's Rules, Regulations and Conditions of Service, in effect and as amended from time to time.

The Customer further agrees to:

- Pay the Distributor for any electrical energy purchased through the Distributor as specified by the Consumer or their agent. The customer or their agent agrees to also pay all the related service and distribution charges at the location covered by this agreement from the date herein until such time as the customer no longer requires the service, and To commence payment upon receipt or by the date specified by the Distributor. A late charge will be administered on all accounts after this date, and Pay all accounts according to the class rating of the service for such energy and service in accordance with the applicable Distributor rate schedule, and Understands the "Privacy Notice to Customers".

I have read and understood the statement (see reverse) of Rideau St Lawrence Distribution Inc. regarding the contractual obligations, collection, use and disclosure of my personal information, and I hereby consent to have Rideau St Lawrence Distribution Inc. collect and use my personal information for the purposes as stated.

\* Water and Sewer Services where applicable

## Privacy Notice to Customers:

**Rideau St Lawrence Distribution Inc.** has developed and implemented a corporate Privacy Policy for maintaining the confidentiality and security of your personal information. At any time you have the right to request access to your personal information which we have collected and to request amendments to personal information about you to ensure its accuracy and completeness. To make a request for access to personal information, please contact the Privacy Officer at the above listed information. The distributor will not disclose customer information without the written consent of the customer except to comply with legislative or regulatory requirements.

## General Conditions:

**Space and Access** – The customer agrees to provide suitable space for the Distributor's meters, wires and where necessary poles, cables, transformers and all other appliances and equipment on the said premises and further agrees that no one who is not an agent of the Distributor shall be permitted to remove, inspect or tamper with same, including seals and that the properly authorized agents of the Distributor shall at all hours have free access to the said premises for the purpose of reading, examining, repairing or removing their meters, wires, poles, cables, transformers and other appliances and equipment of the Distributor and for the inspection of all the customer's appliances and wiring.

**Responsibility for Equipment** – Meters, wires, poles, cables, transformers and all other appliances and equipment of the Distributor on the said premises shall be in the care and at the risk of the customer and if destroyed or damaged by fire or any other cause whatsoever other than ordinary wear and tear, the customer shall pay to the Distributor the value of such meters, wires, poles, cables, transformers, appliances and equipment, or the cost of repairing or replacing same.

**Disconnection** – The customer hereby expressly authorizes and empowers the Distributor at its option to remove the meter, wires, poles, cables, transformers and all other appliances and equipment installed at its expense and discontinue the supply of electricity and terminate this agreement whenever any bills for the said service are in arrears as specified in the Retail Settlement Code or upon violation by the customer of any of the terms and conditions of this agreement.

**Reliability** – The Distributor agrees to use reasonable diligence in providing a regular and uninterrupted service but does not guarantee a constant service or the maintenance of unvaried frequency of voltage and will not be liable in damages to the customer by reason of any failure in respect thereof. It is the customer's responsibility to provide for the protection of their equipment.

**Conditions of Service** – The building must be supplied with electrical energy according to the Distributor's Condition of Service.

**Binding** – This agreement shall not be binding upon the Distributor until accepted by it through its proper officers and shall not be modified or affected by any promise, agreement or representation by any agent or employee of the Distributor unless incorporated in writing into this agreement before such acceptance.

**Maintenance Requirements** – The customer shall maintain the installation in efficient condition with proper devices, according to the requirements and rules of the Electrical Safety Authority (ESA). If the electrical installation is found to be inadequate, the supply of electricity shall be suspended until such time and the above requirements are complied with.

**Security Deposit** – The distributor reserves the right to require security payment of future charges.

**Termination** – This agreement shall continue in force until terminated by notice in writing given by either party hereto thirty days in advance of termination.

**Successors** – It is agreed that the signatures of the parties hereto shall be binding upon their successors or assigns and that the vacating of the premises herein named shall not release the customer from this agreement except at the option and by written consent of the Distributor.

**Approval of Equipment and Power Factor (Applicable to General Service Users Only)** – All electrical and mechanical equipment used by the customer shall be subject to the reasonable approval of the Distributor and the customer shall so take and use the electrical energy as not to endanger the apparatus of the Distributor or cause any wide or abnormal fluctuations of its line voltage. All motors shall be selected with reference to secure the highest feasible power factor at loads. The Distributor shall check power factors and when found to be below 90%, reserves the right to install a kVA meter and bill on the kW or 90% of the kVA, whichever is higher. This constitutes a penalty for power factors below 90%. Motor starting current shall be subject to approval of the engineering department and in accordance with the Distributor's Conditions of Service.

**Fire or Other Casualty** - In case of fire or other casualty shall occur in said premises, rendering them wholly unfit for occupancy, the supply of electricity shall thereupon be suspended until such time, within said contract period, as the wiring shall have been repaired and approved by the ESA.

**Charges** – The customer agrees to pay the Distributor charges as determined based on the Conditions of Service and the Distributor's approved rates. The customer shall maintain the installation in efficient condition with proper devices, according to the requirements and rules of the Electrical Safety Authority (ESA). If the electrical installation is found to be inadequate, the supply of electricity shall be suspended until such time as the above requirements are in compliance.

**Meter Problems** – If a meter ceases to register or has registered incorrectly, the customer shall pay for the energy supplied a reasonable sum based on the reading of any meter formerly or subsequently installed on the premises, due regard being given to any change in the character of the installation and on the demand.

**Theft of Power** – Whenever the Distributor shall find that on the customer's premises more electricity is being used than is being paid for to the Distributor, it may charge for such excess at tariff rates from the date of the contract or the date of the last inspection on said premises. If there is a meter and devices have been installed in such manner as not to register on said meter, the Distributor may charge the customer for such usage based on estimated consumption of electricity for all load not registering on the meter. If the intent to defraud is indicated, criminal charges may be laid.

**Occupancy Charge** – There will be a onetime Occupancy Charge of **\$30.00** per meter, added to the first bill. This charge is for reading the meters and setting up the hydro account.