

## Continuous Service Agreement (CSA)

### Overview – page 1

Once a rental property has been set up under a continuous service agreement, Lakeland Power agrees to provide the property with continuous service during temporary vacancies (less than 6 months). The landlord will not be charged service reconnection fees when a new tenant moves in, or be responsible for a tenant's outstanding balance.

How the agreement works:

- When a tenant informs us they want to discontinue their electric service, Lakeland Power takes a meter reading, issues a final bill and closes the tenant's account.
- If a new tenant is moving in to the unit immediately, has completed the required forms and qualified for an account, the electric service can be moved directly to the new tenants' name, with no interruption of service.
- If Lakeland Power has not been contacted by a new tenant or a new tenant has not qualified for service, the power will remain on and the account will be temporarily transferred to the landlord.
- The account will remain in the name of the landlord until a new tenant has qualified for service. It is a landlord's responsibility to ensure that a new tenant has moved the service into their name and the landlord will be responsible for the charges on the account until that occurs.
- Once an account is set up in a new tenant's name, a meter reading will be taken and the landlord's account will be closed and billed for the period it was in the landlord's name.
- A change of occupancy charge normally applies for each move. However, this charge will be waived for a temporary move to a landlord's account under this agreement.
- In the absence of a continuous service agreement, Lakeland Power will disconnect a meter after closing a tenant's account. When a new tenant requests service, a reconnection fee may be charged. Under a continuous service agreement, this fee is avoided as well as all the risks and inconveniences associated with disconnection of service.

# LakelandPower

## CSA Contract – page 2

Lakeland Power agrees to provide the properties listed in the attached schedule with continuous electrical service as per the terms of this agreement. The landlord agrees to accept full responsibility for all charges between tenants. In the event of non-payment, the service may be disconnected and a reconnection charge may apply. Lakeland Power will not be responsible for any loss, damage, or injury as a result of the disconnection of electrical service.

The landlord shall provide written notice to Lakeland Power of the sale of a property listed in the attached schedule or any change in the landlord's mailing address or phone number within 15 days.

To set up a Continuous Service Agreement, please provide the property information on page 3, sign and date page 2, and fax or mail the completed forms to Lakeland Power. If you have questions, please call (705) 789-5442, (705) 746-5866 or 1-888-282-7711.

I agree to the terms set out in this document and request that Lakeland Power commence a Continuous Service Agreement for all units of the rental properties listed in the attached schedule.

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Landlord Name (Please Print)

Landlord Signature

Date (dd/mm/yyyy)

Office Use Only

Completed by

Date (dd/mm/yyyy)

Revised: 2011 03 23

**FAX:** (705) 789-3110

**MAIL:** LAKELAND POWER, 200-395 CENTRE ST N, HUNTSVILLE, ON P1H 2M2

**E-MAIL:** SERVICE@LAKELANDPOWER.ON.CA

PLEASE RETAIN A COPY FOR YOUR RECORDS.





## CSA Refusal Waiver – page 4

As a landlord/owner, I elect to not sign a CSA contract with Lakeland Power Distribution Ltd. In refusing this contract, I am aware that;

- When a tenant informs us they want to discontinue their electric service, Lakeland Power will close the tenant’s account on the aforementioned date, and disconnect service to the unit.
- Service will not be reconnected until Lakeland Power receives and processes the new tenants Residential Service Application.
- Service will not be reconnected after 3pm on weekdays, or on weekends or holidays.
- Lakeland Power requires timely notice to arrange for a technician to reconnect a service, and requires someone to be inside the unit during reconnection.
- It is a landlord’s responsibility to inform the new tenant that the unit has no electrical power.
- If a landlord requests a unit be put back in their name, the \$30 change of occupancy charge will apply.
- Lakeland Power will not be responsible for any loss, damage, or injury as a result of the disconnection of electrical service.
- Once a meter has been disconnected for 6 months, the meter will be removed and an ESA inspection will be required before reconnection can take place. At this point the landlord/owner will be charged for reconnection of service.

Please sign and date this refusal waiver, and fax, email, or mail the completed form to Lakeland Power. If you have questions, please call (705) 789-5442 or 1-888-282-7711.

Landlord Name (Please Print)

Landlord Signature

Date (dd/mm/yyyy)

Office Use Only

Completed by

Date (dd/mm/yyyy)

**FAX:** (705) 789-3110    **E-MAIL:** SERVICE@LAKELANDPOWER.ON.CA

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