

## Application for RESIDENTIAL Hydro Service

### Customer Information:

Service effective date (day) \_\_\_\_\_ (month) \_\_\_\_\_ (year) \_\_\_\_\_ E-

Mail \_\_\_\_\_

Name

(last) \_\_\_\_\_ (first) \_\_\_\_\_ (initial) \_\_\_\_\_

Street No \_\_\_\_\_ Street

Name \_\_\_\_\_ Unit \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal \_\_\_\_\_ Date of Birth(dd/mm/yy) \_\_\_\_\_

Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_ Cell \_\_\_\_\_

Name of Spouse/Other to be listed on account

(last) \_\_\_\_\_ (first) \_\_\_\_\_ (initial) \_\_\_\_\_

### Mailing Address (if different than above):

Street No \_\_\_\_\_ Street

Name \_\_\_\_\_ Unit \_\_\_\_\_ City \_\_\_\_\_ Province \_\_\_\_\_ Postal \_\_\_\_\_

### Property Information:

Are you the property owner? \_\_\_ Are you the tenant? \_\_\_ (if yes, enter property owner info below)

Owner name

(last) \_\_\_\_\_ (first) \_\_\_\_\_ Phone \_\_\_\_\_

### Credit Information & Identification:

Name of

Employer \_\_\_\_\_ Address \_\_\_\_\_

If unemployed EI \_\_\_ Family Benefits \_\_\_ Social Assistance \_\_\_ Disability Pension \_\_\_ Old Age Security \_\_\_

Other \_\_\_\_\_

Name of Worker \_\_\_\_\_ E-

Mail \_\_\_\_\_ Phone \_\_\_\_\_ Identification (any 2 pieces, **photocopy**

**required**);

Ontario photo card \_\_\_\_\_ Driver's

License \_\_\_\_\_

Other \_\_\_\_\_

Previous Address (St. no) \_\_\_\_\_ (street name) \_\_\_\_\_ (unit) \_\_\_\_\_ (city) \_\_\_\_\_

Previous Hydro Utility \_\_\_\_\_ Name of Bank \_\_\_\_\_ Branch

Location \_\_\_\_\_

**\*A security deposit is required unless customer is enrolled in the Pre-Authorized Payment Plan (PAP).**

**Credit Reference from a previous utility is required for PAP.**  Deposit Amt \$ \_\_\_\_\_ OR  PAP & Credit Reference

(Initial) After your 1<sup>st</sup> bill has been processed and sent to you, you will be enrolled in paperless E-Billing for all future bills. E-Bill notifications will be sent monthly to the email address filled out above. Please indicate here if a different email address is preferred \_\_\_\_\_.

*I have read and understood the statement (see reverse) of Lakeland Power regarding the contractual obligations, collection, use and disclosure of my personal information, and I hereby consent to have Lakeland Power collect and use my personal information for the purposes as stated.*

Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_

**For office use only:** Account # \_\_\_\_\_ Customer # \_\_\_\_\_ Landlord # \_\_\_\_\_

CSA \_\_\_\_\_ **Lakeland Power Distribution Ltd. (Lakeland Power)** is pleased to be your provider of

electricity distribution services. To provide you with a reliable source of electricity, **Lakeland Power** needs to collect and use certain personal information about you. As of January 1, 2004 the federal legislation protecting your privacy requires that **Lakeland Power** obtain your written consent to collect, use and disclose your personal information for identified purposes. Please read this application carefully to understand our policies and practices with respect to this information.

The above-signed herein called the Consumer, hereby requests **Lakeland Power** to supply Distribution Services and Electrical Energy herein respectively called services and energy, to the Consumer at the above-noted property. This application when signed by the Consumer and executed by **Lakeland Power** shall be a contract between the Consumer and **Lakeland Power**. The Consumer agrees to take all services from **Lakeland Power** and energy from same or a licensed retailer in accordance with the terms and conditions hereof. The Consumer further agrees to pay **Lakeland Power** the authorized rates commencing on the date when **Lakeland Power** is ready to serve the Consumer. **Lakeland Power** will make every effort to ensure bills are accurate, however billing errors can occur. **Lakeland Power** reserves the right to collect under billed accounts at any time.

**The necessity of requiring security on the account is a condition of service.**

The above personal information is collected under the authority of the Ontario Energy Act, and will be used to provide you with continuous electric service and to bill you for that service; to assist **Lakeland Power** in the collection of accounts; to respond to your inquiries about energy use and billing; to prevent fraud with respect to both you and our company and to meet legal and regulatory requirements. Because of the structure of the electricity sector in Ontario, it may be necessary to share your billing and consumption information with third party billing and settlement agencies. Default in payment may result in said information being disclosed to a credit reporting/collection agency and/or another Electric Utility and/or any person/s with whom the Consumer has had financial relations.

**Lakeland Holding Ltd.** has developed and implemented a Corporate Privacy Policy for its subsidiaries (**Lakeland Power**

**Distribution Ltd.**, **Lakeland Energy Ltd.** and **Bracebridge Generation Ltd.**) 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 **Lakeland Power** Privacy Officer at the above-listed phone numbers, address or email address.

#### Owner Information (Rental Properties)

An Owner who desires to have a tenant sign for electricity shall be responsible to have the tenant do so, and shall be liable for all consumption until acceptable identification, financial information, a signed contract and a security deposit is received and accepted by **Lakeland Power**. The Owner shall also be liable for all consumption when the tenant breaches the lease with the Owner and if no tenant is occupying, and if **Lakeland Power** is unable to confirm tenant responsibility. If a tenant with arrears moves within **Lakeland Power's** service territory, the arrears will apply at the new location for collection or disconnection. If a new landlord is involved, he/she will be notified of the outstanding tenant arrears and impending disconnect if applicable. The status of tenant accounts may be made available to the Owner upon request.

#### Rental Water Tanks from Lakeland Energy

(Bracebridge Consumers Only)

Size of Tank (if applicable)

The Consumer agrees that **Lakeland Energy** is not responsible for faulty nor any damage the water heater may cause. Plumbing to the tank is the Consumer's responsibility. Maintenance and repairs that are not caused by the Consumer are the responsibility of **Lakeland Energy** and will only be performed during weekdays during normal business hours. The Consumer agrees to accept and pay for the service in accordance with the rates as set out by **Lakeland Energy** which may be subject to change at any time. If the Consumer requests the water tank to be

removed, the Consumer will be charged an administrative fee, the full cost of removal, and also reimburse **Lakeland Energy** when applicable, the value of the tank as calculated by **Lakeland Energy**. If the premises are tenant occupied as at date of application, the tenant as Consumer hereby agrees to pay for service. The Owner of the premise must authorize the installation and undertakes all obligations thereof jointly and severally with the tenant. Installation cannot be completed until Owner authorization is received.