

Hydro One Networks Inc.  
PO Box 5960  
London, Ontario N6A 6C4  
www.HydroOne.com



<<Date Notice is Printed>>

<<Name>>  
<<Address>>  
<<Address>>

Account Number: <<Account Number>>  
Service Address: <<Service Address>>

## URGENT COLLECTIONS NOTICE

Dear <<Customer Name>>,

**Our records show that your Hydro One account is overdue for <\$1,016.99>.**

We have made several attempts to reach you by phone and mail but have not received payment.

**We must have your payment by <required payment date>.** Otherwise, depending on the weather we may either disconnect your electricity, or limit the flow of electricity to your property.

If you need help with paying your bill, or have any questions, please call us at:

**1-888-664-9376**

If you have recently made this payment, please accept our thanks and disregard this notice.

DRAFT

**How to pay:** You can pay with the method you normally use. However to be sure that we receive your payment on time, we recommend that you pay through Canada Post MoneyGram or Western Union Quick Collect. You can also make a credit card payment by calling Paymentus at 1-877-507-5093 or visiting our website at [www.HydroOne.com/creditcard](http://www.HydroOne.com/creditcard). Note that if we visit your property to install a load limiter or to disconnect your electricity, only credit card payment will be accepted at that time. Also please note that MoneyGram, Western Union and Paymentus will charge you a service fee.

**If you have difficulty paying your bill,** we are here to help. We offer installment plans and equal-payment plans to make things easier for you. Please call us for information.

**Also if you are an eligible low-income customer,** there are expanded customer service programs available. Please call us and we will provide more information on these programs.

**If you are a tenant,** there may be a Vital Services By-Law in your municipality. Contact your municipality for more information.

**To have your service restored** in the event it has been limited or disconnected, you will be required to pay in full your past due balance, late payment charges, and collection charges. These collection charges are shown in the table below. In addition, you may have to pay a new or an additional security deposit. We will reconnect within 2 business days of receipt of full payment.

**Collection Charges**

Collection of account (no disconnection/load limiter) – during regular hours	\$30 plus HST
Disconnect/Load limiter/Reconnect at meter – during regular hours	\$65 plus HST
Disconnect/Load limiter/Reconnect at pole – during regular hours	\$185 plus HST
Disconnect/load limiter/Reconnect at meter or at pole – after regular hours	\$185 to \$415 plus HST

**We will assume no responsibility** for any injury or damages that may occur to persons or property, including any equipment or appliances, as a result of limiting or disconnecting your electricity supply. We may install a load limiter or disconnect your service even if you are not home or we may limit or disconnect your electricity remotely without visiting your property.

**If you have any questions, please call us at**

**1-888-664-9376**

DRAFT

December 9, 2014



Account Number: [REDACTED]  
Service Address: [REDACTED]

### Disconnection Notice

Dear [REDACTED]

Our records show that your account is past due in the amount of [REDACTED]. To avoid disconnection of your electricity service we must receive this payment by the required payment date of December 22, 2014. If you have recently made this payment, please accept our thanks and disregard this notice.

If payment is not received by the required payment date, your electricity service may be disconnected between December 23, 2014 and January 2, 2015. To ensure your payment is received by the required payment date, we recommend you make a verifiable payment through Canada Post MoneyGram or Western Union Quick Collect. Please note that MoneyGram and Western Union charge a service fee.

If we visit your property to disconnect your electricity service, only credit card payment will be accepted in order to avoid disconnection of service. You can make a credit card payment by calling our bill payment provider, Paymentus Corporation at 1-877-507-5093 or visiting our website at [www.HydroOne.com/creditcard](http://www.HydroOne.com/creditcard). Cheque and cash payments will not be accepted.

Hydro One Networks will assume no responsibility for any injury or damages that may occur to persons or property, including any equipment or appliances, as a result of any interruption of electricity service. We may disconnect your service even if you are not present at the time of disconnection or we may disconnect your service remotely without visiting your property or we may install a load limiting device.

To restore your electricity service in the event it has been disconnected, you will be required to pay in full your past due balance, late payment charges, and miscellaneous collection charges to cover the cost of service interruption and subsequent restoration prior to reconnection. These charges are

Hydro One Networks Inc.

Hours of operation: 7:30 a.m. to 8 p.m.

Phone: 1-800-294-9376 Fax: 1-888-432-1432 Email: [CustomerCommunications@HydroOne.com](mailto:CustomerCommunications@HydroOne.com)

Web: [www.HydroOne.com](http://www.HydroOne.com) Mail: P.O. Box 5960, London ON N6A 6C4

listed in the table below. In addition, you may have to pay a new or an additional security deposit. **Your electricity service will be reconnected within two business days<sup>1</sup> from receipt of confirmed payment.**

Service Charge	
Collection of account (no disconnection/load limiter) – during regular hours	\$30 plus HST
Disconnect/Load limiter/Reconnect at meter – during regular hours	\$65 plus HST
Disconnect/Load limiter/Reconnect at pole – during regular hours	\$185 plus HST
After regular hours reconnection will only be scheduled if adequate staff is available to do the restoration work. Additional charges will apply ranging from \$185 to \$415 plus HST	

If you are a tenant, there may be a Vital Services By-Law that exists in your municipality and could support your continued connection. For more information, please contact your municipality.

If you require help with paying your bill, we offer a standard arrears instalment plan and budget billing program prescribed by the Ontario Energy Board.

If you are an eligible low-income customer, there are expanded customer service rules available, please contact us for more details. We also offer a Low Income Emergency Financial Assistance program administered by the United Way of Greater Simcoe. For more information, please call the United Way of Greater Simcoe at 1-855-487-5327.

For information regarding other financial assistance programs which may be available in your community, please contact Ontario 211 by dialing 211 or go to [www.Ontario211.ca](http://www.Ontario211.ca). You may also call Service Canada at 1-800-622-6232 or visit [www.servicecanada.ca](http://www.servicecanada.ca).

For more information on our disconnection or security deposit policy, visit our website at [www.HydroOne.com/COS](http://www.HydroOne.com/COS). If you have any questions or require further information regarding this matter, please call our Customer Communications Centre.

Customer Communications Centre  
Hydro One Networks Inc.

<sup>1</sup>We will do our best to reconnect service within two business days, but cannot guarantee this if unsafe work conditions exist, such as inclement weather and adverse travel conditions.

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