

Account Number: _____
Customer Name: _____
Service At: _____
City / Town: _____ Telephone: _____
Postal Code: _____ Business _____ Ext. _____
Email Address: _____

Equal Payment Plan Arrangements

Your estimated annual charges are split into equal monthly payments, followed by an account reconciliation payment/credit in the 12th month. Alectra Utilities conducts a periodic review to ensure that the monthly payment amount accurately reflects each participating customer's consumption patterns and charges. If there is a significant difference Alectra notifies customers if a change to their monthly payment amount is required.

- You will be notified by letter confirming your enrolment in the Plan. Continue to pay your bill(s) until you receive this notification.
- Once on the Plan, you will continue to receive your Alectra Utilities bill as usual
- This agreement can be terminated, upon written notification (allow 14 days) at any time by either the customer or Alectra Utilities.
- Upon termination, ANY AMOUNT DUE shall be paid directly to Alectra Utilities.

Signed: _____ Date: _____

You have certain recourse rights if any debit does not comply with this agreement. To obtain more information on your recourse rights, contact your financial institution or visit www.cdnpay.ca

Submit your Equal Payment Plan form to Alectra Utilities by:

- email to CustomerService@AlectraUtilities.com (subject line: EPP Form) or
- postal mail to Alectra Utilities, P.O. Box 2249, STN LCD1, Hamilton, ON, L8N 3E4

Forms will be processed manually when received. To ensure your submission is processed without issues or delay complete all required fields on the form.

Pre-Authorized Payment Plan application in My Account:

Sign up for pre-authorized payments and your monthly payment will automatically be withdrawn from your bank account. Save time, postage costs and cheque processing fees, plus enjoy peace of mind knowing that your payment will always be made on time - even if you are busy or away.

- AlectraUtilities.com/MyAccountLogin. Go to the Forms tab, click Pre-authorized Payments.
- AlectraUtilities.com/MyAccountSignup. You'll need your account number and last payment amount.