

OPENING AND/OR CLOSING A RESIDENTIAL ACCOUNT

<input type="checkbox"/> Closing an account only (moving out of the Alectra Utilities service area) Complete Sections A, C, D, E, G (in which case 1 & 8 apply)	<input type="checkbox"/> Opening an account only (moving into the Alectra Utilities service area) Complete Sections B, C, D, E, F, G (in which case 1 to 7 apply)	<input type="checkbox"/> Closing & Opening an account (moving within the Alectra Utilities service area) Complete All Sections
---	---	--

A – ACCOUNT, SERVICE END DATE & PREMISES INFORMATION: for account to be closed

Alectra Utilities Account # _____ Service End Date (mm/dd/year) _____

Street Number _____ Street Name _____ Unit/Suite # _____

Municipality _____ Province _____ Postal Code _____

B – START DATE & PREMISES INFORMATION: for account to be opened

Service Start Date (mm/dd/year) _____

Street Number _____ Street Name _____ Unit/Suite # _____

Municipality _____ Province _____ Postal Code _____

C - CUSTOMER INFORMATION: contact information for account holder(s)

_____ Owner or Tenant _____

1. Account Holder First Name _____ Account Holder Last Name _____ Date of Birth (mm/dd/year) _____

Main/Daytime Phone # _____ Drivers Licence # _____ Email Address _____

2. Account Holder First Name _____ Account Holder Last Name _____ Date of Birth (mm/dd/year) _____

Main/Daytime Phone # _____ Drivers Licence # _____ Email Address _____

D - BILLING ADDRESS: for closed account final bill OR for new account, if different from B Premises Information above

Street Number _____ Street Name _____ Unit/Suite # _____

Municipality _____ Province, Country _____ Postal Code _____

E - ADDITIONAL INFORMATION: lawyer information if a vendor or purchaser OR landlord information if a tenant

Name of Purchaser _____ Name of Purchaser's Lawyer _____ Phone # _____

Name of Vendor _____ Name of Vendor's Lawyer _____ Phone # _____

Name of Owner / Landlord of Premises _____ Phone # _____

Street Number _____ Street Name _____ Unit/Suite # _____

Municipality _____ Province, Country _____ Postal Code _____

F – RATE OPTION SELECTION

Time-of-Use Pricing is the default electricity Rate Option for new Alectra Utilities accounts. To change your rate option selection to Tiered Pricing click option 2 below.

Option 1 Time-of-Use Pricing

TOU pricing reflects the cost of producing electricity at different times of day based on demand. TOU pricing has three periods: on- peak, when energy demand and cost is high, mid-peak, when energy demand and cost is moderate, and off-peak, when energy demand and cost is low. These prices are set by the Ontario Energy Board twice a year on May 1 and November 1.

TOU pricing ultimately gives you more control over your electricity bill. By adjusting your usage habits, TOU pricing enables you to save money during hours when electricity is more expensive. To learn more about TOU pricing and its three periods, visit www.oeb.ca

Option 2 Tiered Pricing

Tiered pricing is one price for usage based on a threshold amount and a higher price for usage over that threshold. The threshold for residential consumers changes twice a year on a seasonal basis; to 600 kilowatt-hours per month during the summer season (May 1 to October 31) and to 1,000 kilowatt-hours per month during the winter season (November 1 to April 30).

Tiered prices are set by the Ontario Energy Board twice a year on May 1 and November 1. To learn more visit www.oeb.ca.

G - AGREEMENT:

I/We, the undersigned:

1. Certify all the information above to be true and complete;
2. Hereby request Alectra Utilities Corporation ("Alectra Utilities") to supply electricity distribution services to the premises described above, and agree to accept electricity distribution services from Alectra Utilities in accordance with its Conditions of Service, as may be amended from time to time and in so accepting, agree (jointly and severally) to pay Alectra Utilities in accordance with the terms of the accounts (bills) rendered by Alectra Utilities from the date the service commences;
3. Consent to the collection, use and disclosure of my personal information to be collected and used in accordance with Alectra Utilities' Privacy Policy Statement, as may be amended from time to time (a current copy of which is found at www.alectrautilities.com);
4. Authorize and consent to the receipt and provision of account information about me for credit grantors, credit bureaus and suppliers of services;
5. Understand that a security deposit may be required in connection with the establishment of this account and if I fail to maintain good payment history in accordance with Alectra Utilities' Conditions of Service, as may be amended from time to time;
6. Understand that a New Account Charge will be applied to my account, please check our rates for details;
7. Understand that a Reconnection Charge may be applied to my account if the service to the premises was discontinued prior to the execution of this document; and
8. Agree to inform Alectra Utilities at least five (5) business days in advance of the termination of service date.

Date

1. ACCOUNT HOLDER SIGNATURE

2. ACCOUNT HOLDER SIGNATURE

Submit your Opening and/or Closing a Residential Account form to Alectra Utilities by:

- email to CustomerService@AlectraUtilities.com 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.