



SERVICE AGREEMENT FOR RESIDENTIAL HYDRO SERVICE

74 COMMERCE CRES PO BOX 3240 NORTH BAY, ON P1B 8Y5 • TEL: 705-474-8100 ext 2

• FAX: 705-474-8579 • EMAIL: customerservice@northbayhydro.com

For office use only: Account #, Deposit, No. of Installments, Billing Cycle, LID, CAS REP

Move in or Closing Date, Check one: Owner / Tenant, New Service Address, Previous Service Address, Mailing Address

Applicant Information

Last Name, First Name(s), Date of Birth, Phone #, Email Address, Place of Employment, Work Phone

IDENTIFICATION (2 photocopied pieces required - \* one must be photo ID - No Health Card)

Drivers' License, Birth Certificate, SIN, Passport, Other

Co-Applicant Information (must sign agreement)

Surname, Given Name(s), Date of Birth, Phone #, Email Address, Place of Employment, Work Phone

IDENTIFICATION (2 photocopied pieces required - \* one must be photo ID - No Health Card)

Drivers' License, Birth Certificate, SIN, Passport, Other

Emergency Contact (Please provide contact who does NOT live at this address)

Name, Relationship, Phone #

If you wish to authorize a third party to access/discuss your account, please list:

Name, Relationship, Phone #

I, the consumer, hereby request North Bay Hydro Distribution Ltd. (NBHDL), to supply electrical energy to the location(s) as requested. This agreement will also include all rental equipment, owned by North Bay Hydro Services (NBHS). When signed, this Conditions of Service, which are available upon request or online at www.northbayhydro.com, and agree that the Conditions of Service are apart of this contract. I agree to accept financial responsibility for the account and can access all account information; I further agree to pay NBHDL the applicable rates and charges as approved by the Ontario Energy Board.

I authorize North Bay Hydro Distribution Limited (NBHDL) to accept the following as my digital signature.

Applicant Signature, Date

Co-Applicant Signature, Date

Please note that a Security Deposit may be required as per North Bay Hydro Conditions of Service

\*A \$30 administration fee (Change of Occupancy) will be on your first consumption bill

Yes, I would like to continue my existing Pre-authorized Payment Agreement/sign-up for pre-authorized payments.

\*IMPORTANT: PLEASE ENCLOSE A SPECIMEN OF YOUR CHEQUE MARKED "VOID"\*

Pre-Authorized Payment Details

You the payor Authorize North Bay Hydro, and the financial institution designated to begin deductions as per your instructions for monthly regular recurring payments and/or one-time payments from time to time, for payment of all charges arising under your North Bay Hydro account(s). Regular monthly payments for the full amount of services delivered will be debited to your specified account each month on the due date of your invoice. North Bay Hydro will send you an invoice each month which will specify the date and amount of each regular debit.

This authority is to remain in effect until North Bay Hydro has received notification from you of its change or termination. This notification must be received at least 14 business days before the next scheduled payment date at the address provided above. To obtain a sample cancellation form, or more information on your right to cancel a PAP Agreement, contact you financial institution or visit www.cdnpay.ca

I authorize North Bay Hydro Distribution Limited (NBHDL) to accept the following as my digital signature.

Authorized Signature, Date

You have certain recourse rights if any debit does not comply with this agreement. For example you have the right to receive reimbursement for any PAP that is not authorized or is not consistent with this Pre-Authorized Payment Agreement. To obtain more information on your recourse rights, contact your financial institution or visit www.cdnpay.ca



## Information Section

### Identification Requirements

North Bay Hydro uses the information we gather for the following purposes:

- To provide you with electric service and bill you for that service,
- To assist us 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.

Example of I.D. accepted (all I.D. must be valid and have a picture and signature attached):

- Provincial or state Driver's license
- Canadian Passport or Citizenship Card
- Age of Majority Card
- Credit Card (with signature)
- Canadian Birth or Marriage Certificate
- Military Identification
- Indian Status Card
- Old Age Security Card
- Student I.D. (photo & signature)
- Foreign Passport

Because of the structure of the electricity sector in Ontario, it may be necessary to share your information with third party billing. For example, your billing and consumption information may be provided to a retailer with whom you have chosen to enter a separate contract with. Your information may also be shared with other agencies or organizations as required by law or regulation. Such as: government, retailers and/or collections agencies.

If you are a tenant, the owner may be notified in the event your service is disconnected. The owner may also be notified of your final billing date.

### Security Deposits

A security deposit is required on all accounts. It may be **waived** under the following circumstance(s);

- i) You have been a North Bay Hydro residential customer within the last two years and have 12 months of good payment history\* General Service customer require 5 years good payment.
- ii) You have been a residential customer with another gas or electric utility, within the last two years, and can provide a credit reference letter stating your good payment history\* General Service customer require 5 years good payment history.

Your security deposit earns interest. The interest is credited to your account at least every 12 months or on return of your security deposit, whichever comes first.

Your deposit is refunded back to your hydro account after one full year of good payment\* history

### Payment Options

- Pre-Authorized Payment Plan – the exact amount owing is withdrawn on the due date of the bill
- Equal Billing Plan – an amount is predetermined by a customer accounts representative, based on the history at the location. The account is required to be setup Pre-Authorized and the amount determined will come out on the due date of the bill
- Telephone banking – setup through your financial institution
- Online banking – setup through your financial institution
- MasterCard - payments are accepted through Paymentus
- Cheque by mail or North Bay Hydro drop box located at 74 Commerce Crescent
- Cash and debit payments accepted in our office – 74 Commerce Crescent

*\* a good payment history consists of no more than one disconnection notice, or no more than one NSF charge per returned cheque or pre-authorized payment and/or no disconnections for non-payment*



## **Privacy Notice to Customers of North Bay Hydro Distribution Limited**

North Bay Hydro Distribution Limited (North Bay Hydro) is pleased to be your provider of electricity distribution services. Providing you with a reliable source of electricity requires that North Bay Hydro collect and keep certain personal information about you.

We would like to take this opportunity to inform you about the personal information that we collect and how it is used, how we protect its confidentiality and your rights in respect of this information.

In order to enable us to provide you with continuous electric service and information about your usage volumes and patterns, certain information must be collected and used for the following purposes.

Your name and address and other contact information; your meter number; and facts about your consumption of power, both historic and current, are used to provide and bill you for electric service. In addition, at least one piece of identifying information, such as a driver's license, or passport; facts about payment for electric service, including general financial information; and credit and reference information are required to assist us in collection of payments, and in the prevention of fraud with respect to both our company and you.

Because of the structure of the electricity sector in Ontario, we are required to share your billing and consumption information with third party billing and settlement agencies, such as a retailer with whom you may have signed a contract; and other agencies or organizations as required by law or regulation. Licenses and codes, established by the Ontario Energy Board govern our billing, settlement and regulatory relationships with third parties.

We recognize that your information is private. In order to protect the confidentiality of your personal information, North Bay Hydro has implemented a privacy program. We have developed a Corporate Privacy Policy for North Bay Hydro and its affiliates (North Bay Hydro Services Inc., North Bay Hydro Holdings Ltd., and North Bay Hydro Generation Limited) that govern our collection, use and protection of personal information. You can access our Privacy Policy on our corporate web site [www.northbayhydro.com](http://www.northbayhydro.com) or you can call us at **(705) 474-8100** to request that a copy of this policy be sent to you. Our Privacy Policy came into effect January 1, 2004 and may be updated periodically. Any change to our Privacy Policy will be posted on our web site. If the change is major, an additional notice will be sent to you.

Lastly, 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 we may have collected, disclosed or used about you or to request that your personal information be amended, please contact North Bay Hydro at (705) 474-8100.

We want to ensure that you understand our need to collect and use personal information in the delivery of our electricity services. If you do not consent to the use of the information already obtained from you, please call us at **(705) 474-8100**, send us an email at [privacyofficer@northbayhydro.com](mailto:privacyofficer@northbayhydro.com), or write to us at **PO Box 3240, North Bay, ON P1B 8Y5**, and our Privacy Officer will be in touch with you.

We at North Bay Hydro are committed to being the responsible and reliable electrical distributor that you expect. This commitment extends to the protection of our customers' personal information. Thank you for your continued support.



## CONSENT FORM FOR CUSTOMERS

North Bay Hydro is pleased to be your provider of electricity distribution services. To provide you with a reliable source of electricity, North Bay Hydro needs to collect and use certain personal information about you. As of January 1, 2004 the federal legislation protecting your privacy requires that North Bay Hydro obtain your written consent to collect, use and disclose your personal information for identified purposes. We invite you to read this notice carefully to understand our policies and practices with respect to personal information.

The nature of personal information we collect may include:

- Information we receive from you such as your name, address, contact information and general financial, credit and reference information;
- Facts about your historical and current consumption of power;
- Information about your transactions with us, such as account number, account balances, payment history, and account activity;
- Identifying information, such as a driver's license.

North Bay Hydro uses the information we collect for the following purposes:

- To provide you with continuous electric service and to bill you for that service;
- To assist us 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;
- 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. For example, your billing and consumption information may be provided to a retailer with whom you have chosen to enter into a separate contract. Your information may also be disclosed or shared with other agencies or organizations as required by law or regulation.

We have developed and implemented a Corporate Privacy Policy 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 we may have collected, disclosed or used about you or to request that your personal information be amended, please contact our Privacy Officer.

I have read and understood this statement of North Bay Hydro regarding the collection, use and disclosure of my personal information, and I hereby consent to have North Bay Hydro collect and use my personal information for the purposes stated above.

Service Address: \_\_\_\_\_

I authorize North Bay Hydro Distribution Limited (NBHDL) to accept the following as my digital signature.

Applicant Signature:

Dated:

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\_\_\_\_\_

Co-Applicant Signature:

Dated:

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