

ENERCARE CONNECTIONS INC. CONDITIONS OF SERVICE

REVISION SUMMARY EFFECTIVE MARCH 1, 2020

SECTION	SECTION TITLE	SUMMARY OF CHANGES TO CONDITIONS OF SERVICE
2.1	Security Deposit Requirements	<p>Revised statements:</p> <ul style="list-style-type: none"> • Where Enercare’s systems are not capable of calculating the customer’s average monthly load for the purpose of calculating the customer’s security deposit, a reasonable estimate will be made • The calculation method in determining the maximum amount of an account security deposit for a non-residential customer with more than one disconnection notice over a 12 month period
2.3	Waiver Conditions	<p>Revised statements:</p> <ul style="list-style-type: none"> • The minimum time period for good payment history for non-residential customers revised from “5 years” to “3 years” • If a residential customer participates and meets the requirements of Enercare’s pre-authorized payment plan, a security deposit may otherwise be required as permitted by section 4.1.3B of the Ontario Sub-Metering Code
2.4	Refund or Application of Security Deposits	<p>Revised statement:</p> <ul style="list-style-type: none"> • The minimum time period for good payment history for non-residential customers revised from “5 years” to “3 years”
3.1	Billing Cycle Period	<p>Deleted statement:</p> <ul style="list-style-type: none"> • “Bills for the use of electricity will be based on a metered rate”
3.2	Issuance of Bills	<p>Revised statement:</p> <ul style="list-style-type: none"> • Date bill deemed issued revised from “the third day after mailing” to “the third day after the date on which the bill is printed”
3.3	Payment Requirements	<p>Revised statement:</p> <ul style="list-style-type: none"> • Bill due date revised from “16 calendar days” to “20 calendar days” after the bill was issued
4.1	Dispute Resolution Procedure	<p>Revised statement:</p> <ul style="list-style-type: none"> • Escalation contact for Step 2 revised to “Director, Customer Relations”
5.1	Disconnection Rights	<p>Revised statements:</p> <ul style="list-style-type: none"> • Enercare has right to disconnect the supply of electricity to perform planned “repairs or replacement of all or any part of its metering equipment” • Clarified overdue amounts payable to Enercare includes “the non-payment of a security deposit” <p>Added statements:</p> <ul style="list-style-type: none"> • Enercare may disconnect the supply of electricity if: <ul style="list-style-type: none"> • Customer fails to enter into customer services agreement • Customer fails to open an account • Customer fails to comply with the Conditions of Service or terms of a customer services agreement

		<ul style="list-style-type: none"> • Customer fraudulently avoids paying bill by applying or re-applying for a new account under a different name • In compliance with a court order or order made by a governmental authority
5.1.1	Disconnection Due To Non-Payment	<p>Revised statements:</p> <ul style="list-style-type: none"> • Disconnection notice may be issued if bill is unpaid “20 calendar days” after the date the bill was issued • Disconnection notice will be deemed received on the “fifth calendar day” after mailing • Revised “his/her” to “their” • Minimum payment period to become “14 calendar days” from the date on which the disconnection notice is received • Disconnection notices issued for non-payment to expire “14 days” after the minimum notice period <p>Added statements:</p> <ul style="list-style-type: none"> • At least seven days before issuing a disconnection notice for non-payment, Enercare will issue an account overdue notice to the customer
6.3	Customer Contracts	<p>Revised statement:</p> <ul style="list-style-type: none"> • “Written agreement” updated to “written customer services agreement” <p>Added statements:</p> <ul style="list-style-type: none"> • Section 6.3.1 added to describe process for opening and closing customer accounts • Section 6.3.4 added to describe process for landlord accounts where owner of premises rents out the premises to a tenant
6.4	Electricity Supply	<p>Revised statements:</p> <ul style="list-style-type: none"> • Revised “his/her” to “their” • Section 6.4.3.5 added to reserve Enercare’s right to bill on estimated meter reads where actual readings are not scheduled or available