



Customer Utility Service Contract: Owner/Resident

PO Box 96 Don Mills, Don Mills, Ontario M3C 2R6 | Tel.: 1 844.238.5423 | Website: www.alexianenergy.com | eMail: billing@alexianenergy.com

ACCOUNT INFORMATION (Please complete all applicable fields, sign, and return to Alexian Energy Services Inc.)

Surname:	Given name:	Phone #:
Surname:	Given name:	Phone #:
Surname:	Given name:	Phone #:
Service Address:		Unit #:
City/Town:	Province:	Postal Code:
Billing eMail:		

Bills will be sent via Canada Post and a \$5.00 mailing fee will apply if no email is provided

Owner –If Owner does not reside at service address, please provide billing address below Tenant/Resident – If Tenant, provide Owners Name, Billing Address and Phone Number below if applicable.

Surname:	Given Name:		
Billing Address:			
City/Town:	Province:	Postal Code:	Phone #:

Utility: <input type="checkbox"/> Water <input type="checkbox"/> Electricity <input type="checkbox"/> Gas <input type="checkbox"/> BTU	Setup Fee: \$30.00 A one-time fee will be applied to the first bill	Security Deposit per utility: \$100.00 See below on Security Deposits
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Unit Possession Date:

On behalf of ALEXIAN ENERGY SERVICES INC. ('Alexian'), we are pleased to be your provider of utility billing, where applicable by law such services will be provided by a licensed provider. To provide you with a reliable source of billing, Alexian Energy needs to collect and use certain personal information about you. As of January 1, 2004 the federal legislation protecting your privacy requires that Alexian Energy obtain your consent to collect, use and disclose your personal information for identified purposes. We invite you to read the following carefully to understand our policies and practices with respect to personal information.

Your utility services may include billing and collection services for some or all of the above commodities as contracted by the Developer, Condominium Corporation, and/or the building owner. Our billing format and practices follow the guidelines of applicable Ontario Energy Board Codes and Rules, associated policies, standards and procedures.

SECURITY DEPOSITS: A security deposit is required for utility services. Payment can be made online via VISA Debit, credit card payments, eMail Money Transfer (EMT) and PayPal via our secure payment portal. Please go to: www.alexianenergy.com and click on the Online Payments option. Customers who bank at TD Canada Trust, Royal Bank of Canada (RBC) or the Bank of Nova Scotia (Scotiabank) may also make payments directly through their banking institution via online/teletanking/at-teller services. Cheques, bank drafts and money orders can be mailed to the address above.

The security deposit may be waived provided the customer sends Alexian Energy Services documentation of good credit history from another major Canadian gas or electric distributor. The time period that makes up the good payment history must be the most recent period of time and some of the time period must have occurred in the previous 24 months. Alternatively, the Customer may also provide an acceptable credit check from a recognized credit agency.

The security deposit may also be waived if the Customer is an eligible low-income consumer and the Customer requests a waiver of the applicable security deposit and meets the applicable waiver conditions under the Ontario Sub-metering Code. For more information please contact us for additional information to apply for LEAP.

PRIVACY STATEMENT: All information submitted through this process will only be used by ALEXIAN ENERGY SERVICES INC., ALEXIAN ENERGY, in support of our obligations under the Agreement entered into with the Developer, Condominium Corporation and/or Building Owner. 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; Information about your transactions with us, such as meter number, account number, account balances, payment history, and account activity; Identifying information, such as phone number. ALEXIAN ENERGY uses the information we collect for the following purposes: To provide you with continuous utility service and to bill you for that service; To assist us in the collection of accounts; To respond to your inquiries about usage and billing; To prevent fraud with respect to both you and our company; To meet legal and regulatory requirements. It may be necessary to share your billing and consumption information with third party billing and settlement agencies. Your information may also be disclosed or shared with other agencies or organizations as required by law, regulation, or our Agreement with the Developer, Condominium Corporation and/or Building Owner. By signing below, you indicate you have read and understood this statement by ALEXIAN

ENERGY regarding the collection, use, and disclosure of my personal information, and I hereby consent to have ALEXIAN ENERGY collect and use my personal information for the purposes stated above.

All information submitted through this process will be used by Alexian Energy Services Inc., ALEXIAN ENERGY, in support of our obligations under the Agreement entered into with the Developer, Condominium Corporation and/or Building Owner. Our billing format and practices; or those of our licensed partners, follow the guidelines of applicable Ontario Energy Board (O.E.B.) Codes and Rules, associated policies, standards and procedures, where applicable. This Contract is effective upon execution by the Customer. Any executed copy of this Contract, (original, photocopy, facsimile or email) is considered original.

1. In order to set up an account for the provision of Services to the unit, the Customer has entered into this Contract with ALEXIAN ENERGY and agrees to be responsible for and to pay all costs and expenses relating to the supply of electricity, gas, water or energy to the unit (for example, occupancy charge, security deposit).
2. A Customer may choose to lease their unit. The Customer acknowledges that he/she will continue to be responsible for all charges for commodity services to the unit. Therefore, if the Customer's Tenants do not pay, the Customer will remain responsible for the payment.
3. The Customer will pay all charges for the commodity in accordance with ALEXIAN ENERGY's monthly invoices.
4. The Customer agrees to be subject to ALEXIAN ENERGY's Security Deposit policy.
5. An interest charge of 1.5% per invoice, per month shall apply to all accounts not paid in full on or before the due date.
6. The Customer understands that in the event of non-payment, one of the remedies available to ALEXIAN ENERGY includes, but is not limited to, the disconnection of service to the subject unit, including all applicable charges related to the disconnection and reconnection.
7. ALEXIAN ENERGY reserves the right to discontinue service for non-payment of account. In the event of such discontinuance, ALEXIAN ENERGY shall not be liable under any circumstances for any loss or damage occasioned thereby, and the Customer hereby waives all claims in law and in equity for all loss, damage, and inconvenience that may hereafter be caused by ALEXIAN ENERGY exercising such right of discontinuance of service.
8. The Customer agrees to abide by ALEXIAN ENERGY's Conditions of Service, as amended from time to time, a copy of which can be found at www.alexianenergy.com
9. The Customer acknowledges that he/she has made ALEXIAN ENERGY aware in writing if there is any person, at the subject unit, that has any medical, lifesaving, life preserving equipment that requires such a commodity.
10. ALEXIAN ENERGY may revise the authorized rates from time to time, subject to the approval of the O.E.B, if required, or other regulatory bodies as applicable.
11. ALEXIAN ENERGY will use all reasonable diligence to provide a continuous supply of the commodity, but will not be responsible for failure to do so by reason of damage to the Local Distribution Company's (LDC) lines or other works, breakdown thereof, act of God, or any other cause beyond ALEXIAN ENERGY's control. Nor does ALEXIAN ENERGY guarantee the maintenance of unvaried frequency or voltage, and will not be liable to the Customer for any loss, damage or injury resulting from power interruption or voltage or frequency variations due to the aforementioned reasons.
12. It is agreed that the signature of the parties hereto shall be binding upon their successors or assigns and that the vacating of the premises herein named shall not release the Customer from this contract except at the option and by written consent of ALEXIAN ENERGY.
13. If a meter in any month ceases to register or has registered incorrectly, the Customer shall pay for the commodity supplied during such month, an estimated sum based on the reading of any meter formerly or subsequently installed on the premises, due regard being given to any change in character of the installation and/or the demand.
14. This Contract shall not be binding upon ALEXIAN ENERGY until accepted by it through its proper officer, and shall not be varied or affected by any Contract or representation of any agent or employee of unless in writing. This Contract will continue in force until terminated by the Customer with at least one month's notice in advance of vacating the unit(s). A Moving Out form, complete with forwarding address, must be submitted.
15. Nothing contained in this contract shall prejudice or affect any right, privileges, or powers vested in ALEXIAN ENERGY by law or by any regulations made under any Act of Parliament.
16. This contract is subject to the terms of any License and all associated rules and regulations of the Ontario Energy Board, or applicable regulatory body in your state, province or jurisdiction.
17. We may assign this agreement, in part or whole, at the sole discretion at any time, without your consent or notice to you and upon such assignment, we shall mean and include such assignee ("Assignee"). You hereby consent to the delivery by us to any prospective Assignee of such information concerning you as may be in our possession.

The information collected will be used by ALEXIAN ENERGY to establish and maintain a service connection, and for billing and collections activities. Your name and address will be used to provide notice in the event that your service is disconnected. Your Developer and or Condominium Corporation and or Building Owner may also be notified of your final billing date and or disconnection date.

- I acknowledge that there are no persons using life support equipment at this premise. If there are persons using life support at this premise please print out and mail it to us along with medical verification.
- I acknowledge that I am not a "low-income" consumer under LEAP (Low-income Energy Assistance Program) introduced by the Ontario Energy Board, or any other regulatory body.

Please refer to our website: www.alexianenergy.com for a complete copy of our Conditions of Service.

I, the undersigned, Customer(s) (being the Owner(s) and/or Resident(s)) of the above noted Unit(s) acknowledge and agree: (1) to have read and understood ALEXIAN ENERGY's Conditions of Service, (2) to be fully responsible for the payment and to promptly pay prior to the due date each month of the full amount due and payable for utility services and consumption (including any applicable taxes) supplied to our Unit(s) for such period; (3) upon our default or failure to promptly pay, **ALEXIAN ENERGY SHALL HAVE THE RIGHT TO DISCONNECT THE UTILITY SERVICES TO OUR UNIT(S)**; and (4) we will be responsible for and shall indemnify and hold harmless ALEXIAN ENERGY, its officers, directors, employees and representatives from and against all and any claims (i) arising as a result of the failure to provide utilities to our Unit(s) occurring for any reason whatsoever unless attributable to the negligence of ALEXIAN ENERGY; and (ii) arising as a result of ALEXIAN ENERGY's disconnecting or failing to reconnect the utility services, unless attributable to the negligence of ALEXIAN ENERGY. I confirm that the information provided above is true.

Customer (Owner/Resident) Signature:

Date Signed:

Customer (Tenant/Resident) Signature:

Date Signed:

Customer (Tenant/Resident) Signature:

Date Signed: