



3240 Mavis Road  
Mississauga, Ontario  
L5C 3K1

Tel: 905.273.9050  
Fax: 905.279.2103

[www.enersource.com](http://www.enersource.com)

Dear New Customer,

**Welcome to Smart Suite Metering, a service that allows suite owners to manage electricity costs by monitoring their individual energy usage.**

**Welcome to Enersource Hydro Mississauga**

As one of the largest distributors among 82 municipally-owned utilities in Ontario, Enersource Hydro Mississauga is committed to the delivery of safe and reliable electricity to more than 186,000 customers. With more than 90 years of history providing customers with a reliable electricity source, we look forward to working with you.

- Our process is seamless. We take care of all coordination and follow-up with unit owners.
- We are regulated by the Ontario Energy Board and 90% owned by the City of Mississauga.
- Condominium owners receive the same first-rate service as our other 186,000 customers.

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**Your Account**

In order to maintain accurate account information, we require that all new and relocating customers complete our "Residential Application for Service". We ask that you mail or fax this form back to us to ensure that the initial account is set up in the correct name.

The effective date for service will begin when we switch the building over to the new individual metering system and begin billing individually. One date will be used for all units.

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**Your Initial Bill**

Once the initial bill has been produced, you will receive a bill every two months. If you do not sign up for E-billing or the Pre-Approved Payment Plan, you will receive your bills via regular mail. See reverse for details about your payment options.

Change of Occupancy Charge

Your initial bill will include a Change of Occupancy Charge of \$20.00 plus GST, which covers the administrative fees for opening a new account.

Security Deposit

All new customers are charged an initial Security Deposit that is due for payment with your first bill. To claim exemption from paying the Security Deposit, you must have a continuous 12 month good payment history with a local distribution company or utility in Canada, within the last 24 months. A confirmation letter from the utility must be provided as documentary evidence.

Alternatively, the security deposit may be waived by authorizing Enersource to perform an external credit check. Our charge for this service is \$15.00 plus GST.

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3240 Mavis Road  
Mississauga, ON  
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P: 905-273-7425  
F: 905-566-2737

### RESIDENTIAL PRE-APPROVED PAYMENT PLAN AUTHORIZATION FORM

#### PLAN #1 – Regular Billing

Billing statements will be sent to you as usual showing the meter readings and charges. The amount billed will be withdrawn from your bank account on the due date shown on your statement.

#### PLAN #2 – Equal Billing

Twelve equal monthly payments will be withdrawn from your bank account on the payment date indicated on your bill. Any difference (debit or credit) in the twelfth month will be rolled into the following year and the monthly payment amount will be adjusted accordingly. To enroll in this plan your account must not have a past due balance.

Please select the option you prefer.  
PLAN #1

PLAN #2

Name: \_\_\_\_\_

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

Home Phone: \_\_\_\_\_ Business Phone: \_\_\_\_\_

Hydro Account #: \_\_\_\_\_

Email: \_\_\_\_\_

In lieu of providing the following information about your bank account you may provide a blank cheque marked "VOID."

Institution (Bank) Number: \_\_\_\_\_ Transit Number: \_\_\_\_\_

Bank Account Number: \_\_\_\_\_

We hereby authorize ENERSOURCE HYDRO MISSISSAUGA INC. to begin automatic withdrawals for payments of my/our HYDRO Bills. 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 debit that is not authorized or is not consistent with this Pre-Authorized Debit agreement. To obtain more information on your recourse rights, contact your financial institution or visit [www.cdnpay.ca](http://www.cdnpay.ca).

Enersource Hydro Mississauga reserves the right to remove any customer from this plan for returned payments.

**IMPORTANT:** Please enclose a blank cheque marked "VOID"

\_\_\_\_\_  
Your Signature(s) Date

Completed forms can be sent back via mail, email or fax.

If at any point you wish to make a change to your account, contact us at [paymentplans@enersource.com](mailto:paymentplans@enersource.com)  
To cancel your Pre-Authorized Payment Plan please fill out the form available on our website and send it to [paymentplans@enersource.com](mailto:paymentplans@enersource.com)

Please note; we require 30 days notice to cancel your enrolment in the program.  
For any inquiries related to the program contact us at [paymentplans@enersource.com](mailto:paymentplans@enersource.com)

**\*PLEASE RESPOND WITHIN 5 DAYS TO AVOID DISCONNECTION OF SERVICE\***

## RESIDENTIAL APPLICATION FOR SERVICE

### OCCUPANT 1: (THIS NAME WILL APPEAR ON THE BILL) PLEASE PRINT

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
 Date of Birth(dd/mm/yy): \_\_\_\_/\_\_\_\_/\_\_\_\_ Social Insurance Number: \_\_\_\_-\_\_\_\_-\_\_\_\_  
 Drivers License Number: \_\_\_\_-\_\_\_\_-\_\_\_\_  
 Home Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_ Business Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_  
 Previous Address: \_\_\_\_\_  
 Employer Name: \_\_\_\_\_  
 Employer Address: \_\_\_\_\_

### OCCUPANT 2: PLEASE PRINT

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
 Date of Birth(dd/mm/yy): \_\_\_\_/\_\_\_\_/\_\_\_\_ Social Insurance Number: \_\_\_\_-\_\_\_\_-\_\_\_\_  
 Drivers License Number: \_\_\_\_-\_\_\_\_-\_\_\_\_  
 Home Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_ Business Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_  
 Previous Address: \_\_\_\_\_  
 Employer Name: \_\_\_\_\_  
 Employer Address: \_\_\_\_\_

Service Address: \_\_\_\_\_  
 Street Number Street Name Unit/Apartment Number Postal Code

Official Lease Date / Closing Date (dd/mm/yy): \_\_\_\_/\_\_\_\_/\_\_\_\_

Please Check One: Owner  Tenant

Landlord First Name: \_\_\_\_\_ Landlord Last Name: \_\_\_\_\_

Landlord Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_

We, the undersigned

- Certify all the information above to be true and complete;
- Authorize and consent for a third party to submit information to Enersource Hydro Mississauga for the sole purpose of commencing service;
- Authorize and consent to the receipt and provision of account information from credit grantors, credit bureaus and suppliers of services;
- Understand that accounts are assessed from time to time and those that fail to maintain a good payment history in accordance with Enersource Hydro Mississauga's Conditions of Service may have a security deposit invoiced as required;
- Hereby request Enersource Hydro Mississauga to supply distribution services at the above notes premises, and agree to accept distribution services from Enersource Hydro Mississauga in accordance with the Conditions of Service and in so accepting, agree to pay Enersource Hydro Mississauga at the authorized rates from the date the service commences.
- Understand that a \$20 Change of Occupancy Charge will be included on your initial bill.

Signature Occupant 1: \_\_\_\_\_ Date (dd/mm/yy): \_\_\_\_/\_\_\_\_/\_\_\_\_

Signature Occupant 2: \_\_\_\_\_ Date (dd/mm/yy): \_\_\_\_/\_\_\_\_/\_\_\_\_

The above information is required to provide you with and bill you for electric service. At least one piece of identifying information is required to assist us in the collection of payments and credit reference information. As a new occupant, a security deposit is required. By authorizing us to perform an external credit check, the security deposit may be waived. A charge of \$15.00 plus GST will be debited to your account.  
 Please call (905)273-7425 or fax this form to (905) 566-2737 to register for electric service.