

# Terms and Conditions for Summary Billing

In addition to Hydro One Networks Inc.'s ("Hydro One") Conditions of Service, the terms and conditions listed below apply to customers enrolled in Summary Billing. For more information on our Conditions of Service, please visit our website at **[www.HydroOne.com/COS](http://www.HydroOne.com/COS)**.

To sign up for our Summary Billing service, please read the Terms and Conditions below and complete the required information and fax it to us at **1-888-625-4401**. We will also need you to send us a spreadsheet with your account numbers and contact information.

## Terms and Conditions

(a) I acknowledge and agree that I am bound by Hydro One's Conditions of Service, the Electricity Distribution Rate Handbook approved by the Ontario Energy Board ("OEB"), Hydro One's rate schedules, Hydro One's Distribution Licence, the Distribution System Code approved by the OEB, the Standard Supply Service Code approved by the OEB, the Retail Settlement Code approved by the OEB, all as amended from time to time.

(b) I agree to provide my email address to Hydro One.

(c) I acknowledge that I will receive a monthly email notification when my summary bill is ready for viewing. This notification will direct me to log into Hydro One's My Account website to securely view my summary bill (and I may also download it as an electronic PDF file). There I can view and/or download both a summary invoice of my charges and a detailed statement (that I may also download as an electronic MS Excel spreadsheet) of the individual accounts attached to my summary bill.

(d) I agree to register for My Account if I have not already done so, and I need to have my electricity bill readily available to set up an online profile.

(e) I acknowledge that payments received are posted against the summary bill account in a predetermined order. Electricity charges are paid first from the oldest outstanding balance amongst the subordinate accounts to the newest charges. Once all electricity charges are paid any remaining payment will be applied to non-electricity related charges again with the posting from oldest outstanding balance to the newest charges.

(f) I acknowledge that if I would like to enrol in the Pre-Authorized Payment Option, I will complete and submit Hydro One's Pre-Authorized Payment Authorization form, which is subject to Hydro One's acceptance. This form can be found at **[www.HydroOne.com](http://www.HydroOne.com)** by searching for "Pre-Authorized Payment."

(g) I acknowledge that bills are due on the billing date. A late payment charge is applied and shall be paid by me if payment is not received within nineteen (19) days of the billing date. Hydro One's late payment charge is 1.5% per month, compounded monthly (19.56% per year). The late payment charge of 1.5% is applied to the outstanding balance. If partial payment is made within nineteen (19) days of the billing date, the late payment charge will apply only to the amount outstanding after deducting the partial payment.

(h) Hydro One reserves the right to disconnect or limit distribution of electricity to the customer for each subordinate account in arrears due to either partial payment or non-payment.

(i) Hydro One may issue a collection notice letter when a subordinate account is past due. If any or all of the subordinate accounts are in arrears, Hydro One will list only the summary bill account and the total amount owing for all outstanding accounts on the collection notice letter.

(j) Hydro One may apply a collection charge and security deposit to subordinate accounts if we make a trip to collect payment for an overdue account, to disconnect service, install a load limiter or reconnect your service.

If you agree with the above Terms and Conditions and wish to receive Hydro One's Summary Billing service, please fax your authorization to our Business Customer Centre at **1-888-625-4401**. Please send us your spreadsheet with the following information to **business.customer.centre@HydroOne.com**:

- Hydro One account numbers
- contact name, company name and phone number
- mailing address for your summary bill account

**Please fill out the information below.**

Yes, I accept the Terms and Conditions for Summary Billing.

NAME \_\_\_\_\_

CUSTOMER SIGNATURE  
\_\_\_\_\_

TITLE \_\_\_\_\_

I have the authority to bind the company.

COMPANY NAME \_\_\_\_\_

CUSTOMER EMAIL ADDRESS  
\_\_\_\_\_

MAILING ADDRESS FOR YOUR SUMMARY BILL ACCOUNT  
\_\_\_\_\_  
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