



## Customer | Connect

Now you can view your account online from anywhere, at any time!

Check your Balance, Billing History, Consumption, Electricity Reports & more!



Sign Up for Paperless eBilling for a Chance to Win an iPad Air 2 or 1 of 2 3rd Generation Nest Thermostats.

Contest open to Residential Electrical Services Account Holders.

See Contest Details on next page.

### Contest Details

For full contest rules and regulations, please visit [www.innpower.ca](http://www.innpower.ca)

The Contest begins on Friday, July 1, 2016 at 12:00 a.m. and ends on Wednesday, August 31, 2016 at 11:59 p.m. and is sponsored by InnPower Corporation. All new and existing Residential Electrical Services eBilling customers as of August 31, 2016 will automatically be entered into the contest.

**NO PURCHASE NECESSARY.**

The contest is open to residence of Ontario, Canada who have reached the minimum age of 18 and who have an active Residential Electrical Services InnPower online account who have activated eBilling.

The contest begins July 1, 2016 at 12:00 a.m. Eastern Time ("ET") and ends on August 31, 2016 at 11:59 p.m. ET (the "Contest Period"). eBilling customers will automatically be entered into the contest as long as they remain active eBilling customers on the contest end date. If you are not currently registered for eBilling enter by selecting Subscribe to eBilling on the E-Bill page at [www.innpower.ca](http://www.innpower.ca). **Limit of one (1) entry per residential online account.** Duplicate and multiple entries will be disqualified.

By entering the contest you accept to be bound by the full contest rules (see link above). Winners will be selected by a random draw to take place on September 6, 2016 at 10:00 a.m. ET. at the InnPower Corporate Offices. Winners will be required to sign and return a declaration and release before any prize is awarded. Prizes consist of 1 Grand Prize of an iPad Air 2 16GB (approx. retail value \$449.00 CDN) and 2 Second Prizes of a Nest Thermostat (approx. retail value \$349.00 CDN), prizes may be substituted for a prize of equal or greater value. Winners will be notified by e-mail on September 6, 2016. Winners must accept prizes as awarded and prizes are not transferable or convertible to cash. Corporate and business accounts are not eligible for the contest. Odds of winning are based on the number of entries. Contest rules are subject to change without notice.

The Contest is in no way sponsored, endorsed, or administered by, or in association with, Apple or Nest. Any questions or comments regarding the Contest should be directed to InnPower.



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[www.innpower.ca](http://www.innpower.ca)

30279-1-0113

This step-by-step guide will provide you with instructions on how to sign up for an online account and to register for eBilling. eBilling is a secure and environmentally friendly way to receive your bill each month to your email address. If you require any assistance signing up or navigating **Customer | Connect** please contact one of our Customer Service Representatives Monday to Friday from 8:30 a.m. – 4:30 p.m. at (705) 431-4321.

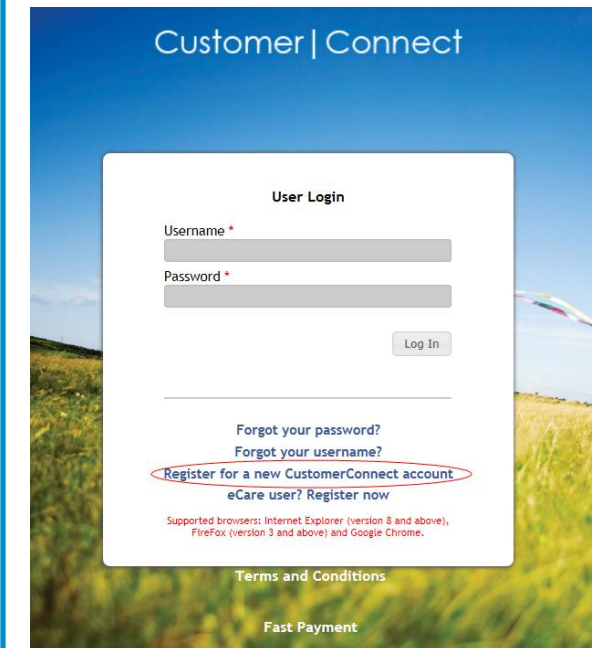
### Check out these great Customer | Connect features

- Use the Electric Consumption Report to view your usage daily, weekly or monthly and compare it to previous months or years. **Tip!** To view the cost of electricity select 'Cost' from the 'Show' dropdown menu.
- The Balance History table allows you to view recent bills, payments and any miscellaneous charges (overdue interest, collection charges, toilet rebates, etc.) that are applied to your account.
- The Bill Analyzer graph compares the usage and cost of your current bill to a previous bill. **Tip!** You can also compare water usage.
- View your meter reads using the Electric Meter Reading History table.
- The View Bill feature allows you to view any bills that have been applied to your account. **Tip!** The bills will open in a new window for an easy print option.
- Share your electricity consumption data with Green Button.
- The Library feature contains news and helpful energy conservation tips.

- From our main website [www.innpower.ca](http://www.innpower.ca); click on the 'Account Login' button.



- Click on the 'Register for a new Customer | Connect account' link.



- You will need a copy of your most current bill to complete the registration.

4. Fill out all information required on the Registration Form.

**Registration Form**

Account # \* 012 - 034567 - \*08

Username \* innpowercorporation

Email \* customerservice@innpower.ca

Confirm Email \* customerservice@innpower.ca

New Password \* ●●●●●●

Password Strength **Strong**

Confirm Password \* ●●●●●●

Security Question \* Name of your favorite food as a child?


Answer \* spaghetti

The following information is used to verify that you are the rightful owner of this account.

Electricity usage billed \* 205.81

Bill due date \* 07-07-2016

Cancel Register

5. Click on the question mark  if you are unsure as to what the requirements for that field are.

Answer \* spaghetti

The following information is used to verify that you are

Electricity usage billed \* 205.81

Bill due date \* 07-07-2016

Cancel Register

Enter the adjusted usage amount of electricity billed on your latest hydro bill.

6. Using your bill, locate the 'Electricity Usage Billed (Adjusted)' and the 'Bill Due Date'.

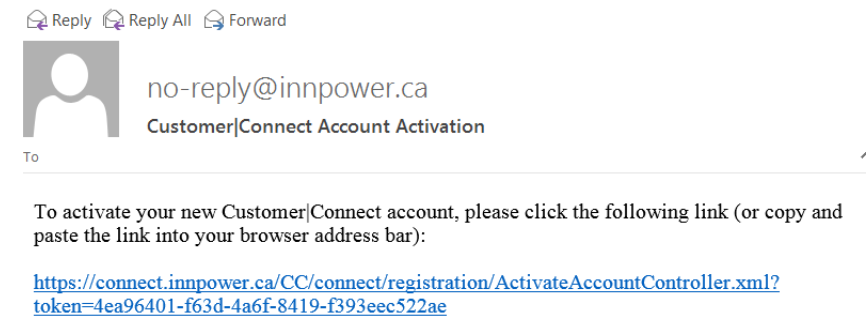


Account Number  
**Amount Due**  
**Due Date** July 07, 2016  
 Amount Paid

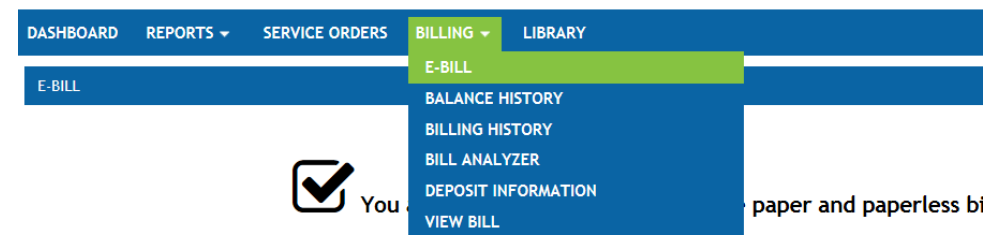
INNPOWER CORPORATION  
 7251 YONGE ST  
 INNISFIL ON L9S 0J3

Meter Number	Service Period		Billing Days	Read Type	Meter Reading		Mult / Size	Usage		Units	Adjust. Factor
	Present	Previous			Present	Previous		Metered	Adjusted		
ELE:	2016-06-01	2016-05-01	31	MR	55933	55741	1	191.92	205.81	kWh	1.0723

7. Click the link in the 'Account Activation email' to activate your account and login.



8. Once you are logged in, click on the 'BILLING' drop down menu and select 'E-BILL'.



9. Click on the 'Paperless Billing' option & click 'Submit'.

You are currently enrolled to receive paperless billing

**Paperless Billing**  
 You will receive monthly email notifications sent to [cs@innpower.ca](mailto:cs@innpower.ca) advising you that your bill is ready

**Paper Billing**  
 Your bills will be mailed to your mailing address each month

Important Notice!! If you are a current epost subscriber, please do not click to unsubscribe. If you would like to receive your bills via e-mail, please subscribe to our eBilling service by clicking on the 'subscribe to eBilling' hyperlink below and we will no longer print and mail bills to you. If you are an existing eBilling customer and would like to receive paper bills again please click on the 'unsubscribe' hyperlink below. If you have any questions regarding our eBilling or epost option you can contact us at customerservice@innpower.ca.

Submit

10. Congratulations, you will now receive your bills via email. You can unsubscribe at any time by clicking the 'Paper Billing' option.