



September, 2017

PAYMENT PLAN OPTIONS

InnPower Corporation (InnPower) is offering an **Equal Payment Plan (EPP) by Pre-Authorized Payment (PAP)** again this year. If you are paying your total amount owing each month, based on your actual meter reading and do not wish to change, you will continue to do so and do not need to contact us.

FOR NEW EQUAL PAYMENT PLAN CUSTOMERS:

If you wish to enrol in our equal payment by pre-authorized plan, we have calculated the amount that you would pay for the next twelve months for your electric and water/wastewater services, if applicable, and have shown this amount on the message area of your enclosed bill. Your first payment would be on the due date of your September billing, or October 1st, 10th or 15th, depending on the option you may choose. To enrol, please complete the enclosed form and return it along with your void cheque to InnPower no later than the due date of your enclosed bill.

Your account must be paid up in full to be eligible for the equal payment pre-authorized plan.

PRE-AUTHORIZED PAYMENT (NOT ON EQUAL PAYMENT PLAN):

Any customer may take advantage of this option **at any time** to pay the amount owing on your bill each month from actual meter readings. To do so, mark the appropriate choice, attach a void cheque, sign the enclosed form and return it to us.

FINAL BILLS:

If you are a pre-authorized payment customer we will withdraw the final bill amount owing from your bank account on the due date of the final bill. This includes customers who are on Equal Payment Plan.

IMPORTANT CHANGES FOR CUSTOMERS CURRENTLY ON THE EQUAL PAYMENT PLAN

To remain in line with the Ontario Energy Board regulations there are changes to our year end reconciliation process. Year end balances will roll over to the following year's equal payment plan amount. **Note: Your new EPP amount will be taken from your account on the due date of your September billing, or October 1st, 10th or 15th, depending on the option you are enrolled for.**

Your actual balance owing will show in the Budget Summary in left corner of your bill.

- If you have a credit balance this will roll into your next year's EPP amount, which will decrease your new monthly amount due. If your credit is greater than your average monthly bill and you would like to have that credit balance refunded and not rolled into your new EPP amount, please contact our Customer Service Department at (705)-431-4321 as soon as possible.
- If you have a debit balance owing, this will roll into your next year's EPP amount and be spread out over the next 12 months.

If you have any questions please contact our office as soon as possible at (705) 431-4321 Monday to Friday 8:30am to 4:30pm or by email at cs@innpower.ca.