



# Residential Application Form

7251 Yonge St., Innisfil ON L9S 0J3 • 705-431-4321 • Fax 705-431-6872 • [www.innpower.ca](http://www.innpower.ca)

## FOR OFFICE USE ONLY

Account #: \_\_\_\_\_ Processed By: \_\_\_\_\_

## Service Information

Service Address: \_\_\_\_\_ Effective Date: \_\_\_\_\_  
Unit/Apt #: \_\_\_\_\_ Please Select One:      Tenant      Owner  
City/Town: \_\_\_\_\_ If you selected Tenant, please provide Property Owner's Info:  
Province: \_\_\_\_\_ Owner's Name: \_\_\_\_\_  
Postal Code: \_\_\_\_\_ Owner's Phone #: \_\_\_\_\_

## Mailing Address - Please Provide if Different than Service Address

Mailing Address: \_\_\_\_\_ Province: \_\_\_\_\_  
Unit/Apt #: \_\_\_\_\_ Postal Code: \_\_\_\_\_  
City/Town: \_\_\_\_\_

## Occupant 1 Information - One Piece of Photo Identification is Required

Customer Name: \_\_\_\_\_ Telephone (Work): \_\_\_\_\_  
Date of Birth: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_  
Telephone (Main): \_\_\_\_\_ Driver's License #: \_\_\_\_\_  
Telephone (Cell): \_\_\_\_\_ Employer Name: \_\_\_\_\_  
Previous Address: \_\_\_\_\_

I/We have supplied one valid piece of photo ID for Occupant 1 (Driver's License, Passport, or Service Ontario Photo ID).

## Occupant 2 Information - One Piece of Photo Identification is Required

Customer Name: \_\_\_\_\_ Telephone (Work): \_\_\_\_\_  
Date of Birth: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_  
Telephone (Main): \_\_\_\_\_ Driver's License #: \_\_\_\_\_  
Telephone (Cell): \_\_\_\_\_ Employer Name: \_\_\_\_\_  
Previous Address: \_\_\_\_\_

I/We have supplied one valid piece of photo ID for Occupant 2 (Driver's License, Passport, or Service Ontario Photo ID).

## Paperless eBilling

In an effort to reduce paper billing waste and costs, we are switching customers to paperless billing, also known as eBilling. **Your account will be automatically enrolled** for eBilling using the above provided email address(es).

eBilling is a faster, more convenient and environmentally friendly way to receive and manage your bills.

I/We would like to receive paper bills and **opt-out** of eBilling.

## Regulated Price Plan Election

I have read the attached Regulated Price Plan Election Form and understand my Regulated Price Plan (RPP) options. By default, I will be billed Time-of-Use Rates. If I want to change to Tiered Pricing, I will fill out the attached election form and return it with my account application.

Occupant 1 Signature: \_\_\_\_\_ Occupant 2 Signature: \_\_\_\_\_

Please e-mail the completed form to InnPower's Customer Service team at [cs@innpower.ca](mailto:cs@innpower.ca)



# Water/Wastewater Application Form

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Account #: \_\_\_\_\_ Processed By: \_\_\_\_\_

### TENANT

#### Service Information

Service Address: \_\_\_\_\_ Province: \_\_\_\_\_

Unit/Apt #: \_\_\_\_\_ Postal Code: \_\_\_\_\_

City/Town: \_\_\_\_\_ Effective Date: \_\_\_\_\_

#### Mailing Address - Please Provide if Different than Service Address

Mailing Address: \_\_\_\_\_ Province: \_\_\_\_\_

Unit/Apt #: \_\_\_\_\_ Postal Code: \_\_\_\_\_

City/Town: \_\_\_\_\_

#### Occupant 1 Information

Customer Name: \_\_\_\_\_ Telephone (Cell): \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Telephone (Work): \_\_\_\_\_

Telephone (Main): \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

#### Occupant 2 Information

Customer Name: \_\_\_\_\_ Telephone (Cell): \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Telephone (Work): \_\_\_\_\_

Telephone (Main): \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

#### Tenant Agreement

I/We, the Tenant(s) of the above property, hereby acknowledge that should any bills or correspondence be returned back to InnServices, the Town of Innisfil, or should the account go into arrears, InnPower and the Town of Innisfil reserves the right to send any such correspondence directly to the Owner of the rental property.

Occupant 1 Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Occupant 2 Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### OWNER

#### Owner Information

Owner Name: \_\_\_\_\_ Telephone (Cell): \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Telephone (Work): \_\_\_\_\_

Telephone (Main): \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

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

#### Owner Agreement

I, the Owner of the above mentioned property, request that the Tenant receive the Water/Wastewater Bill. In the event the charges for Water and Wastewater are not paid by said Tenant, I understand that the arrears become my responsibility as the Owner of the property, and may result in the transfer of arrears to my property tax account (collected in the manner as permitted under section 398(2) of the Municipal Act).

Owner's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



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## Service Terms and Privacy Agreement

InnPower Corporation (InnPower) is pleased to be your provider of electricity distribution services. In addition, InnPower Corporation provides water and wastewater billing service to applicable customers in the Town of Innisfil on behalf of InnServices.

Please be aware that InnPower collects an administrative set up fee for all accounts and this will be applied to your first invoice. The amount charged will be based on the services available at your premises. \$30 (Electric), \$5.50 (Water) & \$5.50 (Wastewater). Fees are subject to change.

- Accounts are reviewed annually. A poor payment history could result in a security deposit being applied to your account, following the rules of the Distribution System Code in alignment with InnPower’s Security Deposit Policy.
- Customers need to comply with InnPower’s Conditions of Service, found on our website [innpower.ca](http://innpower.ca).
- If applicable, any outstanding balances owed to InnPower will need to be paid in full prior to setting up your new account.
- InnPower will not get involved in tenant/landlord issues. InnPower has to follow industry rules and guidelines.
- I/we will ensure to inform InnPower Corporation if our contact information above changes. I/we will also inform InnPower Corporation (InnPower) at least one week in advance of when I/we plan to vacate the above premises.
- I/we have read and understood that if the property is in a state of pending disconnection, InnPower may contact the owner of the property (if different from account holder) to notify them of the pending status.

### Privacy Notice:

The nature of personal information we collect may include:

- Information we receive from you such as your name, address, contact information, email address, and general financial, credit and reference information, etc.;
- Facts about your historical and current consumption of power;
- Information about your transactions with us, such as meter number, account number, account balances, payment history, and account activity;
- Identifying information, such as a date of birth, driver’s license and other photo identification that is supplied.

InnPower Corporation uses the information we collect for the following purposes:

- to confirm your identify, respond to your inquiries and maintain business relations with you;
- to deliver and maintain electricity service;
- to bill and collect payment;
- as a billing and collecting agent for InnServices for water and wastewater services;
- to establish your credit worthiness;
- to register you for pre-authorized payment;
- for legal, regulatory and market operations requirements;
- to help prevent or investigate fraud, theft of power or other breaches of the law;
- to provide you with information about our services, the electricity industry, energy conservation and rates;
- to request your participation in surveys or contests; or
- to notify you about events, outages or causes sponsored by InnPower Corporation or our affiliates.

In some cases, your information will be shared with third-party service providers who perform services on our behalf. These service providers are given only the information necessary to perform those services that we have contracted them to provide. Your personal information will be used for the purposes identified above and in our [Privacy Policy](#) which can be found on our website at [innpower.ca](http://innpower.ca). The information your provide is protected by the [Personal Information Protection and Electronic Documents Act](#) rules to govern the collection, use and disclosure of personal information in a manner that recognizes the right of privacy of individuals with respect to their personal information and the need of organizations to collect, use or disclose personal information for purposes that a reasonable person would consider appropriate in the circumstances.

At any time, you have the right to request access to your personal information which we have collected and to request amendments to personal information about you to ensure its accuracy and completeness. If you have questions about how InnPower Corporation collects and uses your personal information, contact us: Privacy Officer Barb Cesarin in writing to 7251 Yonge Street, Innisfil ON L9S 0J3.

I have read and understood the attached statement of InnPower regarding the collection, use and disclosure of my personal information, and I hereby consent to have InnPower collect and use my personal information for the purposes stated. This information is collected in accordance with the Electricity Act, 1998 and related Ontario Energy Board Codes.

Occupant 1 Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Occupant 2 Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# Regulated Price Plan Election Form

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## FOR OFFICE USE ONLY

Account #:

Processed By:

Please fill out this form if you want to change the Regulated Price Plan (RPP) structure that applies to the Electricity line of your bill. There are two options: Time-of-Use and Tiered.

Under Time-of-Use pricing, the price you pay for electricity depends on when you use it. Under Tiered pricing, you can use a certain amount of electricity each month at a lower price, and once that limit is exceeded, a higher price applies.

For more information on Time-of-Use and Tiered Pricing and tools to help you decide which price structure is right for you, please visit [www.oeb.ca/choice](http://www.oeb.ca/choice) or [www.innpower.ca](http://www.innpower.ca)

If you have any questions about this form please visit our website [www.innpower.ca](http://www.innpower.ca), or contact our Customer Service.

### InnPower Customer Service

Phone: (705) 431-4321

Email: [cs@innpower.ca](mailto:cs@innpower.ca)

Enter the following information exactly as it appears on your application. If your information is not entered as it appears on your application, we may not be able to process your form. If you are a new customer to InnPower, you will not have an account number yet. Please leave the Account # section blank.

## Account Information

Name on Account:

Account #:

## Service Address

Mailing Address:

Province:

Unit/Apt #:

Postal Code:

City/Town:

## Pricing Structure

### Select desired price structure:

Default Time-of-Use

I would like to be switched to Tiered Pricing

### How would you like to be contacted about this form?

Please select one of the following communication methods and provide information if necessary:

Email. Please provide email address: \_\_\_\_\_

Mail.

Mailing address is the same as service address.

Mailing address is different than service address. if so, please provide: \_\_\_\_\_

Telephone. Please provide phone number: \_\_\_\_\_

Printed/Typed Name of Account-Holder

(or an individual authorized by the account-holder to give this Form on the account-holder's behalf)

Signature of Account-Holder

(or an individual authorized by the account-holder to give this Form on the account-holder's behalf)

Date:

<sup>1</sup>If you were paying Tiered prices prior to November 1, 2020, it means that your meter can't be used to bill TOU prices and you can't switch to TOU prices at this time. Please contact us with any questions.

Please e-mail the completed form to InnPower's Customer Service team at [cs@innpower.ca](mailto:cs@innpower.ca)