



# Friday Harbour 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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## FOR OFFICE USE ONLY

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)



## Thermal, Gas and Domestic Hot Water Services Provided by Provident

**Deposit:** Please be aware there is a security deposit on all residential and commercial accounts for the Thermal and/or Gas portion of the bills.

Residential customers are required to pay a security deposit of \$150.00 and Commercial customers are required to pay a security deposit of \$500.00 following Provident's Security Deposit rules.

To find answers to the most common questions quickly and easily, please try our FAQ listing at [www.pemi.com/faq](http://www.pemi.com/faq)

Provident Energy Management Inc. ("Provident") has been retained by the developer, the owner, the condominium corporation and/or the authorized agent, as applicable (the "Owner/Condominium"), of the premises in which the above-noted Service Address is located (the "Premises") to supply the Services (as defined below). The terms and conditions set out in this agreement comprise the legally binding agreement between the individual(s) named as Primary Account Holder and Secondary Account Holder (if any) ("Customer") and Provident governing the Customer's use of the Services (as defined below). In consideration of Provident providing the Services, and for other good and valuable consideration, the receipt of which is acknowledged by the Customer, the Customer acknowledges and agrees as follows:

1. The Customer confirms that they are the purchaser/owner, occupant and/or tenant of the Service Address noted above (the "Unit"), located in the Premises.
2. The Customer acknowledges that Provident will provide the following services (the "Services") to the Unit for the term contracted with the Owner/Condominium:
  - a. Provident shall measure and record actual gas, hot water and/or thermal energy use for the Unit, as per its contract with the Owner/Condominium (such contracted utilities referred to as the "Metered Utilities");
  - b. Provident shall ensure the subject sub-metering system is operating properly;
  - c. InnPower shall, monthly, prepare invoices showing the amount of Metered Utilities consumed at the Unit, as applicable, and the amount payable by the Customer for the Metered Utilities consumed and the Services;
  - d. InnPower shall issue monthly invoices by mail or email. Unless otherwise specified by the Customer, InnPower shall mail the monthly invoices to the Customer at the Service Address or the mailing address, in the event a mailing address is provided by the Customer; and
  - e. InnPower shall provide customer service in respect of general inquiries and records retrieval. Specific services will be provided on a fee-for-service basis in accordance with Provident's Schedule of Charges for the Premises, available on request by contacting Provident.
3. The Customer consents to the provision of the Services and agrees to pay for the Services (the "Service Fees") provided by Provident under this agreement as set forth in invoices delivered by InnPower pursuant to this agreement and in accordance with Provident's agreement with the Owner/Condominium, being in accordance with Provident's Schedule of Charges for the Premises (the "Schedule of Charges"), available on request by contacting Provident. Such Service Fees are subject to change from time to time. The Customer understands that the charges for Metered Utilities will be based on measurements by the sub-metering system for the Unit (which, all or a portion of such consumption charges are being collected by Provident on behalf of the Owner/Condominium).
4. The Customer agrees to pay the Service Fees and all costs and expenses relating to the supply of the Metered Utilities to the Unit as of the effective date (which is the earlier of the interim occupancy date, closing date, or occupancy date, as applicable in respect of the Unit). In the event that the Customer does not have an account with InnPower, the Customer agrees to contact InnPower by telephone at 705-431-4321 to set-up an account on or before such effective date.
5. In the event the Customer rents/sublets the Unit to a third party and the costs and expenses relating to the supply of Metered Utilities are not included in the rent, the Customer will arrange for such third party to enter into a Customer Services Agreement with Provident prior to such third party obtaining occupancy of the Unit and to pay for the cost of Metered Utilities supplied to such Unit and the Service Fees for the term of such lease/occupancy. Such Customer Services Agreement entered into with such third party will not relieve the Customer of its obligations to pay the Service Fees and all costs and expenses relating to the supply of the Metered Utilities to the Unit for so long as it is an owner/tenant/occupant of the Unit. In the event the Customer sells the Unit to a third party, the Customer will arrange for such third party to enter into a Customer Services Agreement with Provident prior to such third party obtaining occupancy of the Unit and to pay for the cost of Metered Utilities supplied to such Unit and the Service Fees.
6. The Customer shall provide notice to InnPower of his/her intent to sell, rent, vacate and/or assign the Unit and of his/her forwarding address. This notice must be provided to InnPower at least 10 days prior to the Customer vacating the Unit and must also specify the date upon which the Customer intends to vacate. Upon the Customer vacating the Unit, InnPower will complete a final reading for billing purposes. The Customer will be mailed a final invoice of the final reading and any deposit held by InnPower to the credit of the Customer shall be applied toward payment of the invoice and any amount thereafter owing shall be paid forthwith by the Customer. Where there is a balance left to the credit of the Customer after payment of the invoice, the balance of the deposit shall be forwarded by InnPower to the Customer. Where the Customer fails to comply with this clause, the Customer's obligation to pay InnPower for the Services shall continue until InnPower has made a final reading and the final invoice is paid.
7. The Customer acknowledges that Provident is not the owner of, nor is it responsible for the operation or condition of the gas and mechanical infrastructure at the Premises (other than the sub-metering system) including, but not limited to, all wires, switches, valves, piping, regulators, outlets, electrical panels or fixtures; furthermore, Provident is not in any way in control of or responsible for the supply of Metered Utilities to the Premises and/or to the Unit.
8. The Customer shall not change or modify, or permit any other person to change or modify, any of the downstream piping or appliances from the sub-metering system unless it has provided Provident with at least 30 days' prior written notice of such change or modification, including any applicable drawings, and should the Customer become aware of any such change or modification by any person, other than Provident and its affiliates and their respective officers, directors, trustees, employees and agents, the Customer shall notify Provident forthwith of such change or modification. In the event that, in connection with any such actual or proposed changes or modifications, Provident determines that such change or modification affects the operation of its sub-metering system, the Customer shall be responsible for all costs and expenses, on a time and materials basis, incurred by Provident to complete all related repairs or other work or improvements to such submetering system. Furthermore, any and all such changes shall only be undertaken in accordance with applicable laws.

9. In the event that if in response to a request by the Customer for an inspection of the meters in respect of the Unit, Provident determines, acting reasonably, that the meters did not require any maintenance or repair, the Customer agrees to pay for the cost of such inspection performed by Provident in the Unit, in accordance with the Schedule of Charges. The Customer will not, directly or indirectly, interfere with the operation of, or remove, relocate, suspend, disconnect, alter, terminate or damage the sub-metering system and agrees to indemnify Provident in respect of any losses, costs, expenses or damages caused thereby.
10. The Customer agrees to provide Provident with access to the sub-metering system whenever reasonably required for purposes of inspection, maintenance, repair or removal of the sub-metering system and the provision of the Services and in connection therewith will authorize site personnel at the Premises to grant Provident access to the Unit.
11. Customer will pay each invoice issued by InnPower in respect of the Metered Utilities together with the Service Fees on or before the due date and in the manner specified on each invoice and in accordance with the Schedule of Charges. Late payments will be subject to a late payment surcharge of 1.5% per month and the Customer will be responsible for any collection costs.
12. If the Customer fails to pay any charges due to InnPower under this agreement, then Provident, after lawful demand and notice to the Customer, shall be entitled, in addition to any other remedies available to it at common law or pursuant to any statute, to disconnect, or limit the delivery of Metered Utilities to the Unit until such time as such charges are paid in full. Provident shall have no liability whatsoever for the consequences flowing from the disconnection of Metered Utilities due to the Customer's failure to pay invoices or otherwise.
13. Provident shall not be in default of the performance of any of its obligations or covenants contained in this agreement during any period when Provident is prevented from such performance by reason of any condition or occurrence which is beyond the control of Provident and any period stipulated for the performance of any such obligation or covenant shall be extended accordingly.
14. Provident shall not be liable under any circumstances whatsoever for any loss of profits or revenues, business interruption loss, loss of contract or loss of goodwill, loss of data or for any direct, indirect, consequential, incidental or special damages, including but not limited to punitive or exemplary damages, whether any of the said liabilities, losses or damages arise in contract, tort or otherwise.
15. No director, officer, shareholder, employee, agent or other representative of Provident shall be liable at law to the Customer, an occupier of the Unit or a visitor to the Premises or Unit for any claim whatsoever arising out of or pertaining to the provision of the Services.
16. The Customer hereby consents to Provident providing Metered Utilities consumption and payment information in respect of the Unit to the Owner/Condominium and/or the subject property manager, and otherwise as may be permitted by law.
17. The Customer consents to the collection, use, disclosure and maintenance of personal information and to receiving commercial electronic messages from Provident, its affiliates or authorized service providers in accordance with the terms of Provident's Privacy Policy which is available at [www.pemi.com](http://www.pemi.com). Provident agrees that any personal information provided by the Customer (or by the Owner/Condominium) shall be subject to applicable laws and Provident's Privacy Policy. The Customer agrees that Provident may undertake a credit reference check of the Customer and Provident agrees that the results thereof shall be handled by Provident in accordance with the Privacy Policy and applicable laws. The Customer may contact Provident's Privacy Officer to discuss any question or concerns related to Provident's Privacy Policy or how the Customer's information is being handled by contacting Provident's Privacy Officer by: email at [info@pemi.com](mailto:info@pemi.com), telephone at 416-736-0630, or mail at:

Provident Energy Management  
 20 Floral Parkway  
 Concord, Ontario  
 L4K 4R1  
 Attention: Privacy Officer

18. The Customer hereby consents to Provident, its affiliates, related parties and/or authorized service providers contacting him/her in respect of, and/or providing notice from time to time of, other services or wares that may be of interest to the Customer. The Customer may withdraw such consent on written notice. Provident may periodically provide the Customer with information concerning Metered Utilities cost savings and conservation measures to assist in reducing consumption and related costs.
19. This agreement may be terminated by Provident by giving the Customer notice thereof, in which case InnPower may conduct a final reading on the termination date and render a final invoice in respect of the Services hereunder. Where such a final invoice is rendered the provisions of paragraph 5 hereof apply, with necessary modifications, to payment of the final invoice and the application of any deposit thereto.
20. Any notice required or permitted under this agreement may be given by InnPower or Provident to the Customer by ordinary mail sent to the Premises (or the mailing address, in the event a mailing address is provided by the Customer), in which case the notice shall be deemed to have been received on the 3rd day following mailing. Where the Customer has selected paperless e-billing, InnPower or Provident shall have the right to deliver notices required or permitted under this agreement electronically and such notice shall be deemed to have been received upon completion of such electronic transmission. The Customer shall give any notices to Provident by facsimile transmission to 416-736-4923 or ordinary mail (in which case the notice shall be deemed to have been received on the 3rd day following mailing) to Provident Energy Management Inc. 20 Floral Parkway, Concord Ontario, L4K 4R1
21. If any provision of this agreement or the application thereof to any person or circumstance is held to be invalid or unenforceable, said provision shall be severed and the remainder of this agreement shall continue to remain in full force and effect subject to such modifications as may be necessary to carry out the provisions and intent hereof.
22. Everything contained in this agreement shall extend to and be binding upon the respective heirs, executors, administrators, successors and permitted assigns of each party hereto. Provident may assign any of its rights and obligations under this agreement and upon such assignment; Provident is released from any further obligations to the Customer under this agreement. The provisions hereof shall be read with all grammatical and gender changes necessary and any singular reference to the Customer shall be deemed to include all Customers to this agreement. All obligations of the Customer under this agreement shall be deemed joint and several obligations and provisions of this agreement relating to payment for Services shall be binding on the Customer after the date the Customer vacates the Unit or terminates this agreement and shall remain binding until such time as all payments required to be made under this agreement have been paid.
23. This agreement, including Provident's Conditions of Service (where monitoring and recording of electricity usage is provided by Provident), constitutes the entire agreement between the parties, and the Customer acknowledges that there are no oral or written agreements, representations or undertakings whatsoever, and no subsequent or concurrent alteration or waiver whatsoever of the terms of this agreement shall be valid unless it be in writing and signed by the parties or their authorized representatives; provided, however, the Customer acknowledges and agrees that Provident may at any time, and from time to time, amend, replace or otherwise change its Conditions of Service and/or Schedule of Charges without notice to the Customer except as may be required by applicable law.

**Occupant 1 Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**Occupant 2 Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_