



### 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), \$7.50 (Water) & \$7.50 (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://www.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://www.innpower.ca). The information your provide is protected by the [Municipal Freedom of Information and Protection of Privacy 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 our Privacy Officer: email [privacy@innpower.ca](mailto:privacy@innpower.ca) or 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: \_\_\_\_\_



### Commercial Service Agreement

I/We hereby apply to InnPower Corporation for electric AND water (if applicable) service(s) at the service address shown above. I/We agree to pay for such service(s) as bills are rendered and comply with the conditions for service of InnPower Corporation and the Town of Innisfil.

I/we agree to pay the security deposit required based on the guidelines set out in our Security Deposit Policy and the Distribution System Code (DSC), unless I/we can demonstrate good payment history by providing either a reference letter from another distributor or gas distributor in Canada confirming a good payment history with that distributor or you are able to provide a satisfactory credit record (at your expense) for the time periods outlined in the DSC. 1 year good payment history in the case of a residential customer, 3 years in the case of a non-residential customer in a <50 kW demand rate class or 7 years in the case of a non-residential customer in any other rate class. Interest shall accrue monthly on security deposits made by way of cash or cheque commencing on receipt of the total deposit required by the distributor. The interest rate shall be at the Prime Business Rate as published on the Bank of Canada website less 2 percent, updated quarterly.

I/we further understand that in the event of either non-payment of security deposit or our account, service may be terminated and not restored until payment is made in full including a charge for collections and reconnection. If you have any questions or need to make arrangements to pay the security deposit in instalments contact Customer Service at (705) 431-4321 or [cs@innpower.ca](mailto:cs@innpower.ca).

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.

I/we will ensure to inform InnPower Corporation if our contact information above changes. I/we will also inform InnPower Corporation at least one week in advance of when I/we plan to vacate the above premises.

InnPower Corporation will make every effort to ensure bills are accurate; however, billing errors can occur. InnPower Corporation reserves the right to collect under-billed amounts at any time per the regulations.

The undersigned consents to the obtaining of credit and/or personal information as may be required at any time in connection with the credit hereby applied for, any renewal or extension concerning the undersigned to any credit report agency or to any person with whom the undersigned has or proposes to have financial relations.

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

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

