

## PRE-AUTHORIZED CHEQUING PLAN – The Fast & Easy Way to Pay Your Bill

With Pre-Authorized Chequing from PROVIDENT A Cricket Energy Company, your Bill is automatically paid from your chequing account. You will continue to receive a regular invoice but instead of writing a cheque, we simply deduct the amount due from your account. Complete this form, Include a "voided" cheque and send it with your next Bill payment or fax this application and a photocopy of your cheque to 416-736-4923. This pre-authorization payment plan cannot be used to pay your current bill but will go into effect for the next billing period.

Customer Number # \_\_\_\_\_ Day Time Telephone # \_\_\_\_\_

Yes  I have enclosed a "Voided" Cheque and hereby authorize my financial institution to debit my account in the name of PROVIDENT A Cricket Energy Company.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

- Please note if a payment is dishonoured by our bank for any reason, we have the right to terminate your participation in the Plan. A service fee will be applied to our account in response to the dishonoured payment.
- Upon termination, ANY AMOUNT DUE shall be paid directly to PROVIDENT A Cricket Energy Company. Cancellation of pre-authorized debit does not constitute cancellation of service by PROVIDENT A Cricket Energy Company and the customer shall be liable for any past, present or future amounts owing.
- You have certain recourse rights if any debit does not comply with this agreement. For example, you have the right to receive reimbursement for any debit that is not authorized or is not consistent with this pre-authorized debit agreement. To obtain more information on your recourse rights, contact your financial institute or visit [www.cdnpcya.ca](http://www.cdnpcya.ca)

### CONTACT US



**BUSINESS HOURS**  
Monday to Friday  
9:00 am to 4:30 pm



**TELEPHONE**  
416.736.0630  
ext. 2



**WEBSITE**  
[www.pemi.com](http://www.pemi.com)

### VIEW YOUR CONSUMPTION ONLINE [WWW.PEMI.COM](http://WWW.PEMI.COM)

### BILLING & PAYMENT OPTIONS

#### GO PAPERLESS WITH EBILLS

Conveniently manage your bill online-anytime, anywhere - [www.pemi.com](http://www.pemi.com)

#### PRE-AUTHORIZED CHEQUING PLAN

See form at top of page for set-up

#### ATM OR TELLER

Pay your bill in person

#### TELEPHONE OR ONLINE BANKING

Make a payment right through your bank!

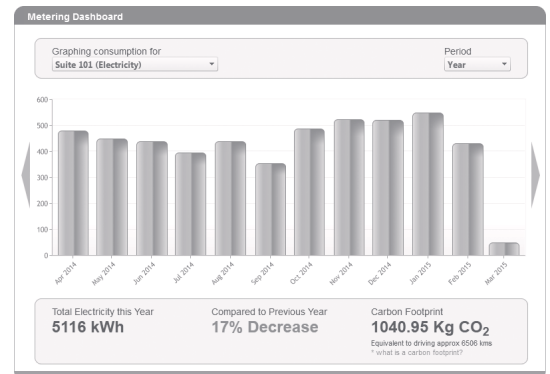
#### MAIL

Send cheque, including invoice stub, to:

PROVIDENT Energy Management Inc.  
20 Floral Parkway  
Concord, ON L4K 4R1

#### CREDIT CARD

Payment through Paymentus Corporation. To pay by credit card, call 1-855-288-5237 or visit <https://ipn.paymentus.com/otp/stde/pemi>



## My PROVIDENT ENERGY

Access your account online - 24 hours a day. 7 days a week



**Moving?**  
Visit us at [www.pemi.com](http://www.pemi.com)  
or give us a call



**See your bills at a glance**  
Up to two years of payment history is available



**View consumption details with just one click**  
Current balances, due dates and payment methods. Contact us for more information and options.



**Go paperless!**  
Contact us today to sign up.



**Conservation tips**  
Learn how to save today!  
Visit [www.pemi.com](http://www.pemi.com)

### FOR YOUR INFORMATION

#### Electricity Charge

This is the cost of the electricity supplied to you during this billing period and is the part of the bill that is subject to competition.

#### Delivery Charge

These are the costs of delivering electricity from generating stations across the Province to **\*Your Distributor** then to your home or business. This includes the costs to build and maintain the transmission and distribution lines, towers and poles and operate provincial and local electricity systems. A portion of these charges are fixed and do not change from month to month. The rest are variable and increase or decrease on the amount of electricity that you use. The delivery charge also includes costs relating to electricity lost through distributing electricity to your home or business. **\*Your Distributor** collects this money and pays this amount directly to our suppliers. When electricity is delivered over a power line, it is normal for a small amount of power to be consumed or lost as heat. Equipment, such as wires and transformers, consumes power before it gets to your home or business. **\*Your Distributor** refers to the Local Distribution Company for your franchise area.

#### Regulatory Charge

Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid and include the costs associated with funding Ministry of Energy conservation and renewable energy programs.

#### Debt Retirement Charge

The Debt Retirement Charge pays down the debt of the former Ontario Hydro.

Provident Energy Management Inc. as the billing agent for your Landlord/Developer or Condominium Corporation charges an administration fee onto each bill and may collect HST Recovery on all of the electricity charges (other than the Provident administration charge on which the HST is charged separately). These fees are included in the Delivery charge portion of your electricity bill.

By having Provident Energy Management as your Utility Billing provider you benefit from a single Administration Fee for all utilities (Electrical, Thermal, Hot Water, Cold Water or Gas as applicable). Communities that are not Provident's client may have multiple utility providers and therefore pay more than one administration fee. It should be noted that the Administration fee is the solitary area of remuneration for Provident. All other fees are collected by Provident as an Agent on behalf of the Landlord/Developer or Condominium Corporation and are remitted back to the Landlord/Developer or Condominium Corporation.

#### Thermal Bill Calculations:

Heating - Provident calculates the heating rate by measuring the following:

- amount of thermal heat being generated by the boilers
- amount of natural gas used by the boilers
- amount of electricity used by the circulation pumps (these pumps get the heat to the suites).

Cooling - Provident calculates the cooling rate by measuring the following:

- amount of thermal cooling being generated by the chiller
- amount of electricity used by the cooling system
- amount of electricity used by the circulation pumps (these pumps get the cooling to the suites)

#### Hot Water Calculations:

Provident calculates the hot water rate by measuring the following:

- amount of gas used by the hot water boilers
- how much hot water is made

With this information we can calculate exactly how much it costs to create one (1) cubic meter of hot water.

#### Termination of Service

If you are moving please contact our Billing Department at 416-736-0630 ext. 2, at least five days before your move to make arrangements for a final meter reading. Customers may be held responsible for all consumption used until notice of move is received and the account is finalized.

