

CONTACT US



BUSINESS HOURS
Monday to Friday
8:30 am to 6:00 pm



TELEPHONE
416.736.0630
ext. 2



WEBSITE
www.pemi.com

BILLING & PAYMENT OPTIONS

GO PAPERLESS WITH EBILLS
Conveniently manage your bill online-
anytime, anywhere - www.pemi.com

PRE-AUTHORIZED PAYMENT PLAN

ATM OR TELLER
Pay your bill at an ATM or Teller

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](https://ipn.paymentus.com/otp/stde/pemi)
*Payments made by credit card are subject to a
third party service charge

**PLEASE ALLOW TIME FOR
YOUR PAYMENTS TO BE
RECEIVED**
Method/Business Days

Online	2-3
Credit Card	2-3
Branch	Up to 5
Cheque	Up to 10

Penalties may be applied if payment is received
after due date

My PROVIDENT ENERGY

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



Moving?
Please contact us 30 days in
advance for requirements



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



**View consumption details
with just one click**
View your consumption online
at www.pemi.com



Go paperless!
Please visit
our website www.pemi.com



Conservation tips
Learn how to save today!
Visit 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 Provident Energy Management Inc 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 is fixed and does not change from month to month. The rest are variable and increase or decrease depending 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.* Provident Energy Management Inc 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.

Regulatory Charge
Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid.

For a detailed explanation of electricity terms, please visit www.oeb.ca

Thermal Bill Rate Calculations:
Heating - Provident derives the heating rate by calculating 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 derives the cooling rate by calculating the following:

- Amount of thermal cooling being generated by the chillers
- Amount of electricity used by the cooling system
- Amount of electricity used by the circulation pumps

Hot Water Rate Calculations:
Provident derives the hot water rate by calculating the following:

- Amount of natural gas used by the hot water boilers
- How much hot water is made

Charge Explanations

Security Deposit (if applicable)
Collecting a security deposit helps protect Provident from non-payment and encourages customers to keep accounts in good standing. Security deposits can be returned, upon request, after maintaining a Good Payment History for the relevant time period or when the account is closed.

Delivery Charge (Other Utilities) (if applicable)
A Delivery Charge (Other Utilities) is a monthly fee for providing meter reading, billing, and collection services for thermal, water, or gas utilities

Bulk Bill HST (if applicable)
This is the cost that Provident is recovering on behalf of your building, which is an amount equal to the HST that appears on the building's electricity bulk bill from the local distribution company

Meter Fee (if applicable)
A meter fee is a monthly charge to install, maintain and read one (or a combination of) electric, thermal, hot water or gas meter(s).

Geothermal Charge (if applicable)
This is the cost associated with running the system in your building that is used to deliver heating and cooling.

Service Fees
Fees charged by Provident are referred to as the "Service Fees". Service Fees are subject to change from time to time, in accordance with our Conditions of service and the Master Agreement with your building. Visit www.pemi.com for further details

LAF (electricity)
Represents Loss Adjustment Factor which is set by Local Distribution Company.

If you smell gas, leave the area immediately and call Enbridge Gas at 1-866-763-5427 or 911. Do not call Provident.