

## CONTACT US



**BUSINESS HOURS**  
Monday to Friday  
9:00 am to 4:30 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](http://www.pemi.com)

### PRE-AUTHORIZED CHEQUING PLAN

### 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>

### 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](http://www.pemi.com) using Location ID as username and Customer Number as password



### Go paperless!

Please visit our website



### 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.

New OESP program offers bill relief for low-income households. The program, designed and implemented by the OEB, is effective on January 1, 2016. Visit [OntarioElectricity-Support.ca](http://OntarioElectricity-Support.ca) for more information.

### 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 (Loss Adjustment Factor). 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.

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.

### 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.

Effective in 2018, your Delivery Charge will include a new flow-through OEB Cost Assessment Charge of \$0.35 per month.

### Thermal Bill Rate 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 Rate 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.

### Charge Explanations

#### Security Deposit (if applicable)

Collecting a security deposit helps protect Provident from non-payment and encourages customers 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.

#### 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.

#### Reading Type

E - Estimate  
A - Actual

#### LAF (electricity)

Represents Loss Adjustment Factor which is set by Local Distribution Company. See Delivery Charge for more information.

**Smell Gas? Leave the area immediately and call Enbridge Gas or 911. Do not call Provident.**

