

# UTILITIES AND SERVICES CONTACT INFORMATION

## ST. THOMAS ENERGY

Phone: 519-631-5550

Fax: 519-631-4771

[www.sttenergy.com](http://www.sttenergy.com)

The maximum amount of the security deposit that a customer is required to pay is calculated using:

- 2.5 times the estimated bill based on the customer's average monthly load with S.T.E.I. in the most recent 12 consecutive months within the last two years.
- Where relevant usage information is not available for the customer for 12 consecutive months within the past two years, the customer's average monthly load shall be based on a reasonable estimate made by S.T.E.I.
- Where a customer has a payment history which discloses more than one disconnection notice in a relevant 12 month period, S.T.E.I. may use the customer's highest actual or estimated monthly load for the most recent 12 consecutive months within the past 2 years for the purposes of calculating the maximum amount of the security deposit.

## UNION GAS

Phone: 1-888-774-3111

[www.uniongas.com](http://www.uniongas.com)

New residential customers have 3 choices:

- Deposit of 2 highest months of the year for that property (minimum \$250) held for 2 years then returned with interest -or-
- Agree to equal billing on automatic payment plan for a period of 2 years -or-
- Provide a utility referral letter from another supplier if relocating from another city or province

## RELIANCE HOME COMFORT (Division of Union Energy)

Phone: 1-866-735-4262

Fax: 1-877-267-7903

[www.reliancehomecomfort.com](http://www.reliancehomecomfort.com)

- For rental sales and service, heating and cooling equipment. Residential resales will be billed \$30.00 administration fee on first bill (not applicable on new construction)
- Water Heater rental charges are assumable \$7.00-\$22.00
- Furnaces/Air Conditioners are also rented in some cases and would also be assumable

## LONDON HYDRO

Phone: 519-661-5503

Fax: 519-661-5838

[www.londonhydro.com](http://www.londonhydro.com)

As a condition of service, all new London Hydro residential accounts are required to provide a Security Deposit. Your deposit for residential service will be assessed on your first bill. The deposit will cover the utilities you are billed for by London Hydro, including electricity and, if applicable, water.

### Methods of Security Deposit

You have two options regarding how you can make your deposit payment.

Cash or cheque (with interest credited to your London Hydro account annually)

### Exemptions From Security Deposit

All new customers who have a continuous one year (12 month) Good Payment History (one year Good Payment History had to occur within the last 24 months) with either London Hydro, another Local Distribution Company or Gas Utility in Canada . To maintain exemption status your account must remain in "good standing".

All new customers, at the customer's expense, may provide an external credit check from a credit bureau that demonstrates they are a good credit risk.

## UTILITIES AND CONTACT NUMBERS

### City of London - Garbage & Recycling Programs

[www.london.ca](http://www.london.ca)

Garbage Collection: 519-661-4585  
Recycling: 519-661-5803  
Landfill Site: 519-661-4585  
Household Waste Depot: 519-661-4585

### Bell Canada/TV/internet

Phone: 519-310-2355  
1-866-310-2355

Websites: [www.bell.ca](http://www.bell.ca) [www.bell.ca/tv](http://www.bell.ca/tv) [www.bell.ca/internet](http://www.bell.ca/internet)

### Rogers - Home Phone/Cable/Wireless or Internet Services

1-888-764-3771 [www.rogers.com](http://www.rogers.com)

### Cellular Phone

Bell Mobility 1-800-667-0123 [www.bell.ca/mobility](http://www.bell.ca/mobility)  
AT&T Canada 1-877-818-8333 [www.corp.att.com/canada/](http://www.corp.att.com/canada/)  
Fido Customer Service 1-888-481-3436 [www.fido.ca/](http://www.fido.ca/)

### Long Distance Providers

Allstream 1-855-299-7050 [www.allstream.com](http://www.allstream.com)  
Primus Canada 1-800-806-3273 [www.primus.ca](http://www.primus.ca)  
Execulink 1-877-393-2854 [www.execulink.ca](http://www.execulink.ca)  
Odynet 1-877-679-8883 [www.ody.ca](http://www.ody.ca)