

UTILITIES AND SERVICES CONTACT INFORMATION

ST. THOMAS ENERGY

Phone: 519-631-5550

Fax: 519-631-4771

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

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

- 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

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

Woodstock Hydro

Phone: 519-537-3488

Fax: 519-537-5081

www.woodstockhydro.com

Whenever required by the Distributor, the Customer shall provide and maintain security as specified in the Distribution System Code. The Distributor shall require security amounts based on the existing security and deposit policies.

Where a customer proposes the development of premises that requires the Distributor to place equipment orders for special projects, the customer is required to sign the necessary Supply Agreements and furnish a suitable deposit before such equipment is ordered by the Distributor. If an expansion or enhancement of the distribution system is required to facilitate a connection, the LDC may need to perform an Economic Evaluation to establish the capital contribution required from the Customer. The Customer should review the Distribution Connection Process on their website for further information.

Erie Thames Power

Phone: (519) 485-1820

Fax: (519) 485-5838
Toll Free: 1-877-850-3128

www.eriethamespower.com

Please visit website for information pertaining to rates and security deposits

Information provided is to be used as a guideline and is not deemed to be accurate. Applicable taxes may apply
Information is subject to change without notice

City of London - Garbage & Recycling Programs

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 www.bell.ca/tv www.bell.ca/internet

Rogers - Home Phone/Cable/Wireless or Internet Services

1-888-764-3771

www.rogers.com

Cellular Phone

Bell Mobility 1-800-667-0123

www.bell.ca/mobility

AT&T Canada 1-877-818-8333

www.corp.att.com/canada/

Fido Customer Service 1-888-481-3436

www.fido.ca/

Long Distance Providers

Allstream 1-855-299-7050

www.allstream.com

Primus Canada 1-800-806-3273

www.primus.ca

Execulink 1-877-393-2854

www.execulink.ca

Odynet 1-877-679-8883

www.ody.ca