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## Electrical Service & Energy Contract Residential Customers

I hereby request Veridian Connections Inc. (Veridian) to make the necessary connections to supply electricity to the premises identified below. I agree to comply with Veridian’s published ‘Conditions Of Service’, a subset of which is detailed on page 3 of this contract. I understand that these ‘Conditions Of Service’ are subject to change from time to time, and agree that they will govern my relationship with Veridian.

I further agree to pay Veridian all charges authorized by the Ontario Energy Board, from the date on which the service is connected. I understand that Veridian will make every effort to ensure that its billings are accurate, but that errors can occur. I accept that Veridian reserves the right to collect on under-billed amounts at any time, to the extent permitted by law.

### SERVICE INFORMATION (Required)

*The information collected in this section will be used by Veridian to establish and maintain a service connection, and for billing and collections activities. If you are a tenant, your landlord’s name and address will be used to provide notice in the event that your service is disconnected. Your landlord may also be notified of your final billing date.*

Print Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ DOB  /  /   
Print Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ DOB  /  /   
Home Phone No: (\_\_\_\_) \_\_\_\_\_ MM DD YY

### Service Address:

Street Address: \_\_\_\_\_ Unit Number: \_\_\_\_\_  
Town or City: \_\_\_\_\_ Province / Postal Code: \_\_\_\_\_

### Mailing Address:

Street Address: \_\_\_\_\_ Unit Number: \_\_\_\_\_  
Town or City: \_\_\_\_\_ Province / Postal Code: \_\_\_\_\_

Owner / Tenant (check one):  Owner  Tenant

Name of Owner/Landlord: \_\_\_\_\_

### Owner’s/Landlord’s Address:

Street Address: \_\_\_\_\_ Unit Number: \_\_\_\_\_  
Town or City: \_\_\_\_\_ Province / Postal Code: \_\_\_\_\_

Date Of Account Activation:  /  /   
MM DD YY

**ACCOUNT SECURITY INFORMATION (Required)**

*The information collected in this section will be used by Veridian to confirm your identity when requesting access to account information, and to restrict account access to persons authorized by you.*

**Personal Identity Test Question (Choose One):**

- The Town or City I was born in is: \_\_\_\_\_
- The date and year of my birth is: \_\_\_\_\_
- My mother's maiden name is: \_\_\_\_\_

Additional Persons Authorized To Access My Account (please print):

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_

**CREDIT AND REFERENCE INFORMATION (Optional)**

*The information collected in this section may be used by Veridian.*

Place of Employment: \_\_\_\_\_

Business Phone No: (\_\_\_\_) \_\_\_\_\_

I hereby confirm that the foregoing information is true and accurate, and agree to the terms and conditions described.

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

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

**SECURITY DEPOSIT REQUIRED: \$** \_\_\_\_\_

Customer Account Number Assigned: 

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**FOR OFFICE USE ONLY**

Contract Reviewed / Accepted By Veridian: \_\_\_\_\_ Date: \_\_\_\_\_

Deposit Received: Yes  No

Date	Amount

**CONDITIONS**

Veridian reserves the right to discontinue service for non-payment of account. In the event of such discontinuance, Veridian shall not be liable for any loss or damage occasioned thereby, and the customer hereby waives all claims in law and in equity for all loss, damage, and inconvenience that may hereafter be caused by Veridian exercising such right of discontinuance of service.

An interest charge of 1.5% per month shall apply to all accounts not paid in full on or before the due date.

1. Veridian may revise the authorized rates from time to time, subject to the approval of the Ontario Energy Board.
2. The Customer agrees to provide and maintain, free of charge or rent, convenient and safe space acceptable to Veridian to accommodate Veridian's meters, poles, wires, cables, transformers and other appliances, and that the properly authorized servants, agents and workers of Veridian, together with all necessary tools, equipment and materials shall at all reasonable hours have free access to the premises for the purpose of reading, examining, repairing or removing the said meters, wires, transformers, and other appliances, and further agrees that no one who is not a servant or agent of Veridian or otherwise lawfully entitled to do so, shall be permitted to remove, inspect or tamper with any of the said equipment of Veridian. Space provided by the Customer for Veridian's meters, wires, transformers, and other appliances shall not have an alarmed door, and/or a security system hindering access.
3. Meters and all other appliances of Veridian in the premises shall be in the care and at the risk of the Customer and if destroyed or damaged by fire or any cause whatsoever other than ordinary wear and tear, the Customer shall be liable to pay to Veridian the value of such meters and appliances or the cost of repairing or replacing same.
4. The Customer acknowledges that Veridian, at its option, may remove the meters and all other material and appliances installed at its expense and cut off the supply of electricity and terminate this Contract whenever default is made in payment of any indebtedness of the Customer to Veridian whether incurred under this Contract or otherwise, including without limitation default in providing security when requested or violation by the Customer of any of the terms of this contract.
5. Veridian will use all reasonable diligence to provide a continuous supply of power, but will not be responsible for failure to do so by reason of damage to Veridian's lines or other works, breakdown thereof, act of God, or any other cause beyond Veridian's control. Nor does Veridian guarantee the maintenance of unvaried frequency or voltage, and will not be liable to the Customer for any loss, damage or injury resulting from power interruption or voltage or frequency variations due to the aforementioned reasons. The Customer acknowledges that three-phase electricity delivered to the premises may and will at times operate with only one or two phases as a result of the normal operation of Veridian's protective devices in the power delivery system, and that the Customer must install equipment on their service and at their expense to protect against such circumstance. Veridian will not be liable for any damages to the Customer as a result of such operation.
6. The Customer agrees that on request of Veridian, the Customer will provide such security as Veridian may require to be held as a guarantee that the Customer will fulfill all the terms of this contract.
7. The point of delivery of service and energy hereunder shall be a point on the Customer's premises satisfactory to Veridian. The Customer shall take delivery at the said point and shall from that point provide all works necessary, and shall construct, maintain and operate the said works safely and efficiently in accordance with the Regulations of the Electrical Safety Authority at the Customer's expense.
8. The Customer will provide all wiring on the premises and all lines connecting the premises with the point of delivery and shall maintain the same with proper devices, all according to the requirements of the

Canadian Fire Underwriters' Association, the Electrical Safety Authority, and all other governing authorities.

9. It is agreed that the signature of the parties hereto shall be binding upon their successors or assigns and that the vacating of the premises herein named shall not release the Customer from this contract except at the option and by written consent of Veridian.
10. If required for the purpose of fixing the basis of billing, the Customer hereby authorizes Veridian to install necessary devices at the Customer's expense or to make tests to determine the amount of power used. The Customer agrees to advise Veridian, in writing, of any increase in electrical load. Such written notice to be given at a reasonable time before the change is affected and acknowledged by Veridian in writing otherwise the Customer will assume full responsibility for any damage to Veridian's equipment.
11. All electrical equipment used by the Customer shall be subject to the reasonable approval of Veridian, failing which Veridian reserves the right to withhold the supply. If the Customer makes use of the electrical energy supplied so as to interfere with the supply to other customers or with the satisfactory distribution of the general supply, Veridian reserves the right to disconnect the supply to the Customer with or without notice. Where special supply facilities are required by Veridian and provided by Veridian, special charges may apply.
12. If the Customer is not the owner of the premises or of intervening property, the Customer agrees to obtain from the property owner or owners the necessary consent for the installation and maintenance of all such wiring or other equipment in the said premises and in or about such intervening property as may be necessary for the supply of electrical energy under this contract.
13. If a meter in any month ceases to register or has registered incorrectly, the Customer shall pay for the energy supplied during such month, an estimated sum based on the reading of any meter formerly or subsequently installed on the premises, due regard being given to any change in character of the installation and/or the demand.
14. Veridian shall not be liable under this contract for damages resulting from the presence of Veridian's equipment on the Customer's premises.
15. This contract shall not be binding upon Veridian until accepted by it through its proper officer, and shall not be varied or affected by any contract or representation of any agent or employee of Veridian unless in writing. This contract will continue in force for a period of one year from the date on which the service is connected and shall continue in force thereafter until terminated by at least one month's notice in writing given by either party to the other.
16. In the event that the Customer fails to arrange for the admittance of Veridian's employees for the purpose of obtaining a final meter reading due to service disconnection or account termination, the Customer shall pay an estimated sum based on former meter readings for the energy supplied since the last meter reading, together with all outstanding indebtedness incurred by the Customer prior to the date of the final meter reading.
17. Nothing contained in this contract shall prejudice or affect any right, privileges, or powers vested in Veridian by law or by any regulations made under any Act of Parliament.
18. This contract is subject to the terms of Veridian's Electricity Distribution License and all associated rules and regulations of the Ontario Energy Board.