

Continuous Service Agreement – page 1

Once a rental property has been set up under a Continuous Service Agreement, Orillia Power agrees to provide the property with continuous service during temporary vacancies and the landlord will not be charged service reconnection fees or be responsible for a tenant's outstanding balance.

How the agreement works:

- When a tenant informs Orillia Power they want to discontinue their electric service, Orillia Power takes a meter reading, issues a final bill and closes the tenant's account.
- If a new tenant is moving in to the unit immediately, has completed the required forms and qualified for an account, the electric service can be moved directly to the new tenants' name, with no interruption of service.
- If Orillia Power has not been contacted by a new tenant or a new tenant has not qualified for service, the power will remain on and the account will be temporarily transferred to the landlord.
- The account will remain in the name of the landlord until a new tenant has qualified for service. It is the landlord's responsibility to ensure that a new tenant has moved the service into their name and the landlord will be responsible for the charges on the account until that occurs.
- Once an account is set up in a new tenant's name, a meter reading will be taken and the landlord's account, related to the specific unit, will be closed and billed for the period it was in the landlord's name.
- A change of occupancy charge normally applies for each move. However, this charge will be waived for a temporary move to a landlord's account under this agreement. Furthermore, landlords will not be required to provide a deposit on accounts that are temporarily vacant between tenants.
- In the absence of a Continuous Service Agreement, Orillia Power will disconnect a meter after closing a tenant's account if a new tenant has not registered. Prior to reconnection of the service for a new tenant, the landlord may be subject to a reconnection fee. Under a Continuous Service Agreement, this fee is avoided as well as the potential risks and inconvenience associated with disconnection of service.
- If you elect to not sign a Continuous Service Agreement with Orillia Power, please sign, date and return the refusal waiver on page 4.



Continuous Service Agreement – page 2

Orillia Power agrees to provide the properties listed in the attached schedule with continuous electrical service as per the terms of this agreement. The landlord agrees to accept full responsibility for all charges between tenants. In the event of non-payment, the service may be disconnected and a reconnection charge may apply. Orillia Power will not be responsible for any loss, damage, or injury as a result of the disconnection of electrical service.

To set up a Continuous Service Agreement, please provide the property information on page 3, sign and date page 2, and fax, email, or mail the completed forms to Orillia Power. If you have any questions, please call (705) 326-7315 (option 3) or email us at info@orilliapower.ca.

As a reminder, please notify Orillia Power immediately upon the sale of any property listed in the attached schedule or of any change in the landlord's mailing address or phone number.

I agree to the terms set out in this document and request that Orillia Power commence a Continuous Service Agreement for all units of the rental properties listed in the attached schedule.

Landlord Name (Please Print)

Landlord Signature

Date (dd/mm/yyyy)

Office Use Only

Completed by

Date (dd/mm/yyyy)

Revised: 2011 07 07

FAX: (705) 326-0800

EMAIL: info@orilliapower.ca

MAIL: ORILLIA POWER, CUSTOMER SERVICE, PO BOX 398, ORILLIA ON L3V 6J9

PLEASE RETAIN A COPY FOR YOUR RECORDS



Continuous Service Agreement Refusal Waiver - page 4

As a landlord, I elect to not sign a Continuous Service Agreement with Orillia Power. In refusing this agreement, I am aware that:

- When a tenant informs Orillia Power they want to discontinue their electric service, Orillia Power will close the tenant's account on the requested date, and disconnect service to the unit.
- Service will not be reconnected until Orillia Power receives and processes the new tenant's Residential Service Contract.
- Service will not be reconnected after 3pm on weekdays, or on weekends or holidays.
- Orillia Power requires timely notice to arrange for a technician to reconnect a service, and requires someone to be inside the unit during reconnection.
- It is a Landlord's responsibility to inform the new tenant that the unit has no electrical power.
- If a Landlord requests a unit to be reconnected without a new tenant contract in place, the service will be put back in the Landlord's name and the \$30 change of occupancy charge will apply.
- Orillia Power will not be responsible for any loss, damage, or injury as a result of disconnection of electrical service.

Please sign and date this waiver, and fax, email, or mail the completed form to Orillia Power. If you have any questions, please call (705) 326-7315 (option 3) or email us at info@orilliapower.ca.

Landlord Name (Please Print)	Landlord Signature	Date (dd/mm/yyyy)
Office Use Only		
Completed by	Date (dd/mm/yyyy)	

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