

@home Energy (16278596 Ontario Inc.) is a part of the Competitive Services division of GSU (Greater Sudbury Utilities). We have been a water heater rental provider for over 50 years. Please note that @home Energy follows the industry standard, which is advanced quarterly billing. This means that you will receive a bill from us every 3 months.

Payments that are made at branches of financial institutions, or mailed in, take several days to be reflected on your account. Please ensure that your payment arrives by the due date to avoid interest charges. If you have authorized us to have your payment deducted from your bank account (PAP), you do not need to send us your payment as we will automatically debit your account.

**Billing and Payments:**

You may choose from two Pre-Authorized Payment Plan (PAP) Options. These options are an Actual Invoiced Payment Plan, or a Monthly Equal Payment Plan. With the Actual Invoiced Payment Plan, the total amount owing on your invoice will be withdrawn from your bank account on the due date. With the Monthly Equal Payment Plan, an equal amount is withdrawn from your bank account every month with a Reconciliation month occurring on the 12<sup>th</sup> month. Please contact our office to sign up.

You can also mail in your payment or come in and pay at the Customer Service desk in the front entrance of GSU located at 500 Regent Street. For your convenience, a drive-thru deposit box for cheque payments is located at the south entrance, near the parking lot, at 500 Regent Street. Just look for the sign. You may also pay your bill at your financial institution or bank. Please contact your financial institution or bank for details on paying your bill by telephone, or over the Internet. Payments must arrive in our office by the due date. After the due date, bills are payable only at the Customer Service Desk in the GSU office located at 500 Regent Street, and are subject to an interest charge equal to 1.5% per month (or 19.6% per annum), compounded monthly.

For any cheque that is returned unpaid by your bank, or for any Pre-Authorized Payment that cannot be processed for any reason, you will be charged \$15.00.

**Moving:**

Please inform us of any change in your mailing address 30 days in advance of the change.

If you are selling your property, please have your lawyer send us a standard lawyers letter. If there is an unexpired term in your rental appliance contract, either the new owner will have to sign an agreement to take over the unfinished period of the rental contract, or you may be required to pay a termination fee. We can assist you in providing the forms for the new owner to assume the balance of your contract.

**Consent Regarding Information:**

By contract or by implication, you have previously consented to our collection of your credit, financial and related personal information, and the exchange of this information between us, credit bureaus, financial institutions, our subsidiaries and affiliates (specifically GSU) and other persons with whom you have had or may have financial dealings, and to our use of the information for the purpose of verifying and evaluating your creditworthiness and other information you provide to us in connection with your account (including verifying your identity for regulatory compliance purposes); establishing, servicing and collecting on your account; providing the products and services you request; providing credit references; communicating with you for these purposes; and meeting legal, regulatory, audit, processing and security purposes, and as otherwise permitted or required by law. In addition to the purposes above, we and our affiliates assume that your consent to our use of your contact information to provide you with occasional information about other products and services offered by us or our affiliates. However, you may refuse consent for this purpose by contacting us at any time, at 705-675-0525.

To request access to or correction of your personal information, write to us at: 500 Regent Street, Sudbury, Ontario P3E 3Y2 Attention: Chief Privacy Officer. For more information about our privacy policy, see our Privacy Policy at: [www.athomeenergy.ca](http://www.athomeenergy.ca).

**Contact Information and Mailing Address for bill payment:**

@home Energy  
500 Regent Street, PO Box 250  
Sudbury, Ontario P3E 4P1  
Telephone: (705) 675-0525  
Toll Free: 1-866-245-7604  
Fax: (705) 675-0503  
Email: [inquiries@athomeenergy.ca](mailto:inquiries@athomeenergy.ca)  
Website: [www.athomeenergy.ca](http://www.athomeenergy.ca)

Please make cheques payable to **@home Energy** and write your **account number** on the front of the cheque. Your account number can be found at the top of your @home Energy invoice.  
DO NOT SEND CASH