



Welcome to Metergy Solutions!

As a valued customer you have our commitment to supply reliable metered services.

About Metered Services

- ▶ Metering equipment has been installed in your building, which allows you to monitor and control costs for services such as electricity, water, thermal energy or gas, as applicable, supplied to your suite.
- ▶ Each month, you will receive a bill for your metered services based on the actual consumption in your suite. This means you're no longer subsidizing for your neighbour's usage.
- ▶ All our metering equipment has been extensively tested and meets the accuracy standards of Measurement Canada.

Your First Bill

Your first bill will arrive 6 to 8 weeks after your move-in date. As a new customer, you will see a one-time service setup fee and a security deposit installment on your bill. All customers are required to pay a security deposit, unless a condition to waive the deposit has been met. More details about security deposits are found on the next page.

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MYMETERGY ONLINE PORTAL

MyMetergy gives you access to useful information and allows you to:

- Monitor your consumption online
- Check your account balance and review monthly bills
- Register for the convenience of paperless e-billing and pre-authorized payment
- Manage your account profile

To get started, use your account number and bill ID found on your first bill to register at mymetergysolutions.com

WE'RE ALWAYS HERE TO HELP

Whether it's to setup an account, ask a question about your bill, notify us of your move, our Customer Care Centre is here to help.

Regular Office Hours:

Monday to Friday
8:00 AM to 6:00 PM ET

CustomerCare@metergysolutions.com
1-866-449-4423

Extended 24/7 emergency support
available at 1-866-449-4423

metergysolutions.com

Important Payment & Billing Information

Security Deposit

All customers are required to provide a security deposit when a new account is setup. The deposit will be applied to your account over six equal monthly installments and will be returned after one year (with good payment history on the account) or if the account is closed. Interest will be accrued monthly on the security deposit at the prime lending rate set by the Bank of Canada less 2%.

In accordance with our Conditions of Service, the security deposit will be waived for residential customers if one of the following conditions is met:

- ▶ Enroll in a Pre-authorized Payment Plan,
- ▶ Provide a letter from a licensed electricity or gas utility confirming recent good payment history with that utility for a period of one year during the previous 24 months,
- ▶ If you have a previous account with Metergy Solutions, have good payment history for a period of one year during the previous 24 months,
- ▶ Provide a recent credit score of 700 or better from Equifax or TransUnion, or
- ▶ If you are an eligible low-income consumer in Ontario and you request a waiver of the security deposit and meet the conditions under the Ontario Unit Sub-metering Code.

If you have any questions, please contact the Customer Care Centre at **1-866-449-4423**.

What to Expect on Your First Bill

Your first bill will include a one-time service setup fee, the first of six security deposit installments, and consumption charges for your first billing period. Bills are issued on a monthly basis and are due 20 days after the date issued.

Payment Options

We offer many convenient options for you to pay your Metergy Solutions bill:

- 1 The Pre-Authorized Payment (PAP) Plan is an easy and convenient way to pay your bill. With PAP, your bill amount due will automatically be processed, avoiding any late payment fees. Sign-up at **MyMetergysolutions.com**. A service fee will apply if using a credit card.
- 2 Make one-time payments either directly through your MyMetergy portal account by storing payment methods in your Wallet, or by using the following payment service.
 - **Ez-Pay:** Call **1-855-963-1445** or online at **<https://ez-pay.metergysolutions.com>**. A service fee will apply.
- 3 Pay through your bank in person, by calling in, or through online banking. Phone and online payments should be made to **'Metergy Solutions Inc.'** and include your 10-digit account number shown at the top of your bill.
- 4 Mail a cheque along with the bill statement stub to:

Metergy Solutions Inc.
C/O T10504
 P.O. Box 4388 STN A
 Toronto ON, M5W 3S1

Paperless E-billing

Join the thousands of customers who have enrolled in paperless e-billing for an easier way to manage your bills. Register today at **MyMetergysolutions.com**.

To find full details on our Conditions of Service, please visit **myetergysolutions.com/legal/cos**.

