



New Customer Personal Information Consent Form

Essex Power is pleased to be your provider of electricity distribution services through its affiliated company Essex Powerlines Corporation and billing agent for water and sewer services through Essex Power Services Corporation. To provide you with these services, Essex Power needs to collect and use certain personal information about you. As of January 1, 2004 the federal legislation protecting your privacy requires that Essex Power obtain your written consent to collect, use and disclose your personal information for identified purposes. We invite you to read this notice carefully to understand our policies and practices with respect to personal information.

The nature of personal information we collect may include:

- Information we receive from you such as your name, address, contact information and general financial, credit and reference information;
- Facts about your historical and current consumption of power;
- Information about your transactions with us, such as meter number, account number, account balances, payment history, and account activity;
- Identifying information, such as a driver’s license, date of birth and credit card number.

Essex Power uses the information we collect for the following purposes:

- To provide you with continuous electric service and to bill you for electricity, water and sewer services;
- To assist us in the collection of accounts;
- To respond to your inquiries about electricity, water and sewer use and billing;
- To prevent fraud with respect to both you and our company;
- To meet legal and regulatory requirements.

Because of the structure of the electricity sector in Ontario, it may be necessary to share your electricity billing and consumption information with third party billing and settlement agencies. For example, your electricity billing and consumption information may be provided to a retailer with whom you have chosen to enter into a separate contract. Your information may also be disclosed or shared with other agencies or organizations as required by law or regulation.

We have developed and implemented a Corporate Privacy Policy for maintaining the confidentiality and security of your personal information. At any time, you have the right to request access to your personal information which we have collected and to request amendments to personal information about you to ensure its accuracy and completeness. To make a request for access to personal information we may have collected, disclosed or used about you or to request that your personal information be amended, contact the Manager, Customer Service, our Privacy Officer at (519) 737-6640 x 152 or email privacy@essexpower.ca.

I have read and understood this statement of Essex Power regarding the collection, use and disclosure of my personal information, and I hereby consent to have Essex Power collect and use my personal information for the purposes stated above.

Signed:

Dated:

For office use only:

Account No: _____

Please complete reverse side

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NOTE TO CUSTOMERS: As of January 1, 2004, under federal Personal Information Protection and Electronic Documents Act, only the customer name that appears on the account is entitled to discuss or receive information about the account. In order for a second individual to discuss or receive information on the account, the second individual's name must appear on the account.

The Essex Power group of Companies (Essex Power Corporation, Essex Powerlines Corporation, Essex Power Services Corporation, and Essex Energy Corporation) is committed to keeping the personal information of its customers accurate, confidential, secure and private. Our Privacy Policy has been designed to inform employees, subcontractors and customers of Essex Power of our commitment and obligation to meet the spirit and terms of the federal Personal Information Protection and Electronic Documents Act.

Customer Name(s): _____
(name 1) (name 2)

Service Address: _____

Town: _____ Postal Code: _____

Telephone No: _____ Alternate Telephone No: _____

Mailing Address (if different from service address)

Mailing Address: _____

Mailing Address Town/City: _____ Prov./State: _____ Postal Code/Zip: _____

Telephone No: _____ Alternate Telephone No: _____

Customer Date of Birth: _____
(name 1) (name 2)

Customer Drivers Licence: _____
(name 1) (name 2)

Customer Credit Card No: _____
(name 1) (name 2)

(At least two pieces of the above information per Customer required)

Customer Social Insurance No: _____
(name 1 optional) (name 2 optional)

This document can be mailed or faxed to our office, or emailed to privacy@essexpower.ca. Failure to provide the above information in a timely manner will make it impossible Essex Power to provide you with electricity services along with the billing of water and sewer services.