

NEW CUSTOMER PERSONAL INFORMATION CONSENT FORM



Essex Powerlines Corp is pleased to be your provider of electricity distribution services. Essex Powerlines Corp also serves as the billing agent for water and sewer services for some customers. To provide you with this service, Essex Powerlines needs to collect and use certain personal information about you. Essex Powerlines is committed to keeping Personal Information it collects, in accordance with our responsibilities to meet the terms of privacy laws, including the Municipal Freedom of Information and Protection of Privacy Act, Ontario (MFIPPA).

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 retailers or 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 our Customer Service Department at 519-737-6640 or email customerservice@essexpowerlines.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 NEXT PAGE.

If you are registering an account for your company, please identify the company name and the person from the company that may inquire about the account.

CUSTOMER NAME: _____
FIRST NAME MIDDLE INITIAL LAST NAME

COMPANY NAME: _____

SERVICE ADDRESS: _____
STREET ADDRESS UNIT OR SUITE # (if applicable)

CITY PROVINCE POSTAL CODE

HOME PHONE: _____ CELL PHONE: _____ BUSINESS PHONE: _____

EMAIL ADDRESS: _____

MOVE IN DATE: _____
DATE MONTH YEAR

MAILING ADDRESS (IF DIFFERENT FROM SERVICE ADDRESS):

STREET ADDRESS CITY PROVINCE POSTAL CODE

Please note that Date of Birth is required for each occupant listed. This information is used for security identification purposes, as outlined in our Privacy Policy.

CUSTOMER DATE OF BIRTH: _____
DATE MONTH YEAR

If there is an additional adult living with you or an additional business partner that should be listed on the account, please fill out the below information:

NAME: _____
FIRST NAME MIDDLE INITIAL LAST NAME

HOME PHONE: _____ ALTERNATIVE PHONE: _____

EMAIL ADDRESS: _____

DATE OF BIRTH: _____
DATE MONTH YEAR

PLEASE FORWARD COMPLETED FORM TO: CUSTOMERSERVICE@ESSEXPOWERLINES.CA
OR MAIL TO: CUSTOMER CARE/NEW CUSTOMER CONSENT FORM
ESSEX POWERLINES CORP.
2730 HIGHWAY #3, OLDCASTLE ON N0R1L0

2730 Highway #3, Oldcastle, Ontario N0R 1L0
Telephone: 519-737-6640