



P.O. Box 397, Stratford, Ontario N5A 6T5

187 ERIE STREET, STRATFORD
TELEPHONE: 519-271-4700
TOLL-FREE: 1-866-444-9370
FAX: 519-271-7204
www.festivalhydro.com

Dear Customer:

Re: Estimated Consumption Billed

Implementation of new practices to protect our meter reading staff and customers has resulted in a higher number of estimated reads at this time. This letter is to advise that an estimated read was used for billing of one of the services on the enclosed bill.

This information is listed on the back of your bill under the column labelled "Read Type", with details confirming: "Est. Read" (vs. Actual Read).

If the estimated read was for water, customers can review their water meter if they wish and provide the current reading to Festival Hydro. **It is strongly recommended that all customers that have an estimated water read review their meter reading to mitigate their risk of undetected high-water consumption.**

How to read your water meter:

Read all digits that appear on the meter to the left of the decimal left to right.

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If you would like to report an actual read from your water meter please provide your account number, service address and the read taken. This information can be emailed to customerservice@festivalhydro.com or provided via telephone at 519-271-4700, Extension 269.

Should you have any questions, please feel free to contact our office.

Yours truly,

Customer Service
FESTIVAL HYDRO INC.

Encl.