



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

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TOLL-FREE: 1-866-444-9370
FAX: 519-271-7204
www.festivalhydro.com

June 27, 2016

First Name Last Name
Address Line 1
Address Line 2
City, ON Postal Code

Dear Salutation Last Name:

RE: Service Address

Festival Hydro is in the process of preparing our Billing System to enable us to invoice your water and sewage charges on behalf of the Town of St. Marys. Where possible we would like to add these charges to your existing electricity account.

To prepare for this transition many pieces of information are being reviewed. During our first review of your St. Marys' water account details we have not been able to find an exact match to an existing electricity account.

If you have an existing hydro account at the location in question, to which you would like to add the water and sewage billing please complete Form "A" (attached) and return it to our office. (fax: 519 271 7204, email customerservice@festivalhydro.com). Completed forms may also be dropped off to the Municipal Operations Centre, 408 James Street South, between the hours of 8:30 and 4:30, Monday to Friday.

If we do not receive a completed Form A from you by June 30th, 2016, we will create a new water and sewage account in your name. If you are interested in starting pre-authorized payments, please go to the forms section on our website www.festivalhydro.com, complete the form and return it to our office.

Currently your billing from the Town of St. Marys is on a bi-monthly basis. When the merge is complete your water meter will be read monthly at the same time as your electric meter and billed on a monthly basis. St. Marys bi-monthly rates have been converted to monthly rates. Payment will be remitted to Festival Hydro who in turn will send payment to the Town of St. Marys. We are pleased to offer you paperless billing as well. For paperless billing, simply sign up for MyFestivalHydro at www.festivalhydro.com

We anticipate the transition to be complete by October 2016.

If you have any questions please contact us at 519 271 4703 and press 2 for Customer Service and we will be pleased to assist you.

Sincerely,

I. McInnes
Customer Service Manager
FESTIVAL HYDRO INC.

Form A

Combine Water and Sewage to Existing Electricity Account

Festival Hydro Account # _____

Festival Hydro _____

Account Holder Name(s) (please print) _____

I agree to the inclusion of water and sewage to my Festival Hydro account:

(Phone #)

(Signature)

(Phone #)

(Signature)

St. Marys Water Account # _____

Water Meter # _____

Water Account Holder Name (please print) _____

I agree to the inclusion of water and sewage to the Festival Hydro account above:

(Signature)

- If you currently have **pre-authorized payment** on your Festival Hydro account we will continue with this payment method unless written notification from you to change or cease pre-authorized payment is received in our office.
- If you do not have Pre-authorized payment with Festival Hydro but would like to enrol, please fill out the form included with this letter and return to our office.
- If your Festival Hydro account is set up for Equal Payment, we will add an equal payment amount for your water and sewage charges to your existing electricity equal payment amount. The combined total will be shown on your bill under the **"Equal Payment Amount"**.