

## Opening a New Account

Please complete the form below and submit to Festival Hydro Inc. at least 2 business days prior to the day you require service. **SUBMIT COMPLETED FORM TO CUSTOMERSERVICE@FESTIVALHYDRO.COM**

**\*\*For start date, please select a day Monday-Friday (no Saturdays/Sundays).**

Start Date for New Service (YYYY/MM/DD):	Business Name (if applicable:)		
Full Name(s): (given name(s)/surname(s))			
Service Address: (123 ABC Street)		Unit or Apt.#	
City, Town, Village		Postal Code:	
Mailing/Billing Address: (If different from the service address)		Postal Code:	
Phone Number: (999-999-9999)	Alternate Number:		
Email Address:	Driver's Licence # or Alternative Identification # :		
Date of Birth: (YYYY/MM/DD)	Property Status		
	<input type="checkbox"/> Own <input type="checkbox"/> Rent		
Name of Employer (If self employed or currently not working please indicate:			
Have you had an account with Festival Hydro Inc. before? If so, please provide previous address?			
Select desired price structure: (Need more info? <a href="http://oeb.ca/choice">oeb.ca/choice</a> )			
<input type="checkbox"/> I would like to be billed using a <b>Tiered</b> price structure.			
<input type="checkbox"/> I would like to be billed using <b>Time-of-Use</b> .			

**Please note that there will be a \$30.00 "Change of Occupancy Charge" on your first bill.**

All new customers are required to pay a security deposit of which is based on 2.5 times the average monthly bill at this address. This deposit can be waived if you supply us with a favourable Credit Reference Letter from your current utility for the last 12 months, or if you sign up to have Pre-authorized payment from your bank account, or if you sign up for an Equal Payment Plan. About 1 week after your take possession of the property you will receive a letter from us regarding deposits, payment options etc. If you decide to have Pre-authorized payments, on the back of the letter is a Pre-Authorized Form to be completed and returned with a voided cheque or a direct deposit form from your bank.

**If you have any further questions, please contact our Customer Service Department at 519-271-4700 or toll free 1-866-444-9370.**