

Customer Service

Visit the Horizon Utilities website at www.horizonutilities.com to:

- Provide change of address / move
- Access smart meter & TOU data
- Learn about energy conservation
- Report a payment
- Sign up for pre-authorized payment
- Apply for monthly equal payment plan
- Go paperless with e-Billing
- Access account history
- Report a meter read

Customer Service Inquiries

Hamilton Office

55 John Street North, Hamilton, ON L8R 3M8

Tel: (905) 522-9200

Fax: (905) 522-6228

St. Catharines

340 Vansickle Road, St. Catharines, ON L2R 6P7

Tel: (905) 984-8961

Fax: 1-866-731-0451

Toll-Free

Tel: 1-866-458-1236

Fax: 1-866-731-0451

Email: info@horizonutilities.com

Website: www.horizonutilities.com

Self-serve options available 24/7 by calling your local office

Business Hours: Monday to Friday, excluding statutory holidays, 8:30 a.m. to 4:30 p.m.

After Hours Equipment Emergencies

Electric Emergencies

Hamilton

Tel: (905) 522-6611

St. Catharines

Tel: (905) 684-8111

Water Emergencies

City of Hamilton

Tel: (905) 546-2489

Call Before You Dig

Tel: 1-800-400-2255

Moving?

Please call us at least one week prior to your moving or closing date. If you move without notifying Horizon Utilities, you will be responsible for the account until notice of your move is received and final readings by our service personnel have been completed. Visit www.horizonutilities.com to fill in a moving notification form or call our Customer Care Centre.

Supply of Power

Horizon Utilities will endeavour to use reasonable diligence in providing a regular and uninterrupted supply of electricity, but does not guarantee a constant supply of electricity or the maintenance of unvaried frequency or voltage.

Access to Equipment

Horizon Utilities equipment located on a customer's premises is in the care and at the risk of the customer. Horizon Utilities may, at reasonable times, require access to this equipment for reasons that include inspection, maintenance, repair, alteration, replacement, disconnection, calibration and meter reading, as outlined in Section 40 of the Electricity Act, 1998.

Disconnection / Reconnection of Service

Where a customer has been disconnected from Horizon Utilities' distribution system for six months or longer, Horizon Utilities may deem the customer non-existent and require the conditions of a new service be met prior to reconnection. The customer is required to apply to the Electrical Safety Authority for inspection before reconnection.

Privacy Information

In accordance with Federal privacy legislation, Horizon Utilities Corporation representatives may only discuss a customer account with the account holder or an authorized representative of the account holder. Please contact our Customer Care Centre to notify us of any changes to your account information or to update your selected authorized representatives.

Graffiti Removal

Please call the Hamilton office (905) 540-3222 or St. Catharines office (905) 323-3459 or email: graffiti@horizonutilities.com to have graffiti removed from Horizon Utilities' equipment such as hydro poles and transformer boxes.

Understanding Your Bill

Horizon Utilities Corporation bills customers for its distribution services as well as for the services and charges of other organizations or participants operating in Ontario's electricity market. A schedule of rates is available at www.horizonutilities.com.

YOUR ELECTRICITY CHARGES

Electricity

This is the cost of the electricity supplied to you during this billing period and is the part of the bill that is subject to competition. The electricity consumed is multiplied by the adjustment factor.* Horizon Utilities Corporation collects this money and pays this amount directly to our suppliers.

**When electricity is delivered over a power line, it is normal for a small amount of power to be consumed or lost as heat. Equipment, such as wires and transformers, consumes power before it gets to your home or business. The adjustment factor accounts for these losses.*

Delivery

These are the costs of delivering electricity from generating stations across the Province to Horizon Utilities Corporation, then to your home or business. This includes the costs to build and maintain the transmission and distribution lines, towers, and poles, and operate provincial and local electricity systems.

A portion of these charges are fixed and do not change from month to month. The rest are variable and increase or decrease depending on the amount of electricity that you use.

Regulatory Charges

Regulatory Charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid and include the costs associated with funding Ministry of Energy and Infrastructure conservation and renewable energy programs.

Debt Retirement Charge

The debt retirement charge pays down the debt of the former Ontario Hydro.

Global Adjustment

Electricity generators in Ontario receive a combination of payments from the operation of the wholesale market, payments set by regulation and payments under contracts. Your portion of the net adjustments arising from these and other authorized payments is included on your bill as the Global Adjustment.

For a detailed explanation of electricity terms, please visit our website at www.horizonutilities.com or the Ontario Energy Board's website at www.oeb.gov.on.ca.

YOUR WATER AND WASTEWATER CHARGES

Horizon Utilities bills water and wastewater charges on behalf of the City of Hamilton. For inquiries concerning Hamilton water and sewer (other than billing and collection), please contact the City of Hamilton at (905) 546-CITY.

Payment Methods

Automatic payments

To sign up for one of Horizon Utilities' pre-authorized payment plans, which can include an equal payment plan for qualified customers, please complete the form attached to the return envelope or visit our website at www.horizonutilities.com.

At most financial institutions

Payments may be made at most financial institutions by cheque, money order, automatic withdrawal from your bank account, via the Internet, or by using telephone banking.

By mail

Return this stub with your payment in the enclosed envelope. Please mark your account number on the front of the cheque.

Cheques should be made payable to: Horizon Utilities Corporation.

Mail your payment to: **Horizon Utilities Corporation, PO Box 2249 STN LCD 1, Hamilton, ON L8N 3E4**

In person

Payments may be made by cheque or money order at any Municipal Service Centre, or dropped off at one of the following night depository locations:

55 John Street North, Hamilton • 340 Vansickle Road, St. Catharines • 129 Church Street, St. Catharines

General payment information

If you pay your bills using the Internet or telephone banking, please ensure your account number matches the account number on this statement and notify your financial institution of any changes.

All bills are due when rendered. All bills rendered are subject to correction or amendment.

To avoid interest charges, payment must be received in our offices by the noted due date.

Arrears are subject to final notice, collection and credit policies.

