

Customer Notice – Water Heater Customers billed by Horizon Utilities

Change of Water Heater Business Ownership

November 8, 2011

As a Horizon Utilities customer, your satisfaction is always a top priority for us.

In this customer information notice, we wish to inform you of a change to your water heater rental from Hamilton Hydro Services Inc. (HHSI), the water heater provider in Hamilton, and Horizon Energy Solutions Inc. (HESI), the water heater provider in St. Catharines. Both companies have chosen to exit the water heater business. Until now, Horizon Utilities has been a contracted billing agent to HHSI and HESI for these rentals.

Earlier this year, HHSI and HESI jointly looked for a reputable company that would continue to offer you the best in water heater service for you. These two companies believe they have found this in Sandpiper Energy Solutions. Sandpiper specializes in this business and HHSI and HESI feel this was the best way to ensure their Hamilton and St. Catharines water heater customers will continue to receive quality service from a company that is focused on this type of business.

Effective November 8, 2011, Sandpiper will become your water heater service provider. We have been assured that your satisfaction will continue to be a priority for Sandpiper when it comes to your water heater.

Regarding payment, it is important to note that in the future the charge for your water heater rental will be on a bill from “Sandpiper Energy Solutions”. Where you have made arrangements with banks and financial institutions for payment, the charge will appear on your statement under the name “Sandpiper Energy Solutions.”

- **Online Banking:** You will need your Sandpiper Energy Solutions account number to set up your online banking payment option. You will receive your account number on your first bill or you can call 905-825-4458 or 888-668-8117 (toll-free) to receive it. Be sure to add “Sandpiper Energy Solutions” as a payee.
- **Telephone Banking:** You will need your Sandpiper Energy Solutions account number to set up your telephone banking payment option. You will receive your account number on your first bill or you can call 905-825-4458 or 888-668-8117 (toll-free) to receive it. Be sure to add “Sandpiper Energy Solutions” as a payee.
- **Pre-authorized Payments:** If you currently subscribe to a Pre-Authorized Payment Plan, and want to continue this payment method, you do not need to do anything. Your payments will continue to be debited from your bank account. The charge for your water heater usage will appear under the name “Sandpiper Energy Solutions.”

For more information, please visit Sandpiper Energy Solution's website at:

www.sandpiperenergysolutions.ca

If you would like to call Sandpiper Energy Solutions, you can do so at:

905-825-4458 or 888-668-8117 (toll-free)

If you prefer to email Sandpiper, you can do so at:

waterheaterinquiries@sandpiperenergysolutions.ca.

In this process, Horizon Utilities has been assured that HHSI, HESI and Sandpiper Energy Solutions have worked closely together to ensure the transition of your water heater account will be as easy as possible for you and that you will have all of the information you need to ensure reliable water service.

Sincerely,

Eileen Campbell
Vice President, Customer Services
Horizon Utilities Corporation