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Dec 1 2023

****NOTICE OF REVISIONS - CLEAN CUT ENERGY CORP. CONDITIONS OF SERVICE****

Dear Customers,

This letter is to inform you that Clean Cut Energy Corp. (CCE) have made changes to the Conditions of Service document. This is a living document and as such is subject to change over time. This document forms part of a Contract made between CCE and a customer, as such is important for you to review. This Conditions of Service document supersedes any previous document containing conditions of services, oral or written by CCE as of the effective date of its' posting for our customers.

The revised current version of the Conditions of Service document has been posted on our website <http://www.cleancutenergy.ca> for CCE customers to review. There is a two (2) month review period in which customers may submit any questions or concerns regarding the changes to CCE. Methods include:

- **Email:** customerservice@cleancutenergy.ca
- **Phone:** (226) 780-0284 x 3 and speak to a customer service representative. The office receives calls from 9 am to 5 pm, 5 days per week (eastern standard time) excluding weekends and holidays.
- **Mail:** written letter to the following address:

Clean Cut Energy Corp.
Conditions of Service
PO Box: 25008
17-370 Stone Rd. W
Guelph, ON
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The following provides a summary of key changes made to the Conditions of Service from the previous version effective February 1 2024:

- **Section 5.1 – Opening and Closing Accounts**, additional detail was added regarding our policies regarding owner and tenant accounts
- **Section 5.3 – Lien Charges**, additional detail was added regarding our policies for notice of lien fees
- **Section 5.6 – Non-Sufficient Funds from Cheque, EFT and Pre-authorized payment plans**, additional detail was added regarding our policies for NSF
- **Section 5.7 – Customer Credits and Refunds**, minor clarifications made regarding credit returns
- **Section 5.17 – Rental Complex Fees**, a new section added which outlines additional charges occupants of a rental building may receive
- **Section 8.2 – Tenant Arrears Policy**, added new policy detail around closure of tenant accounts
- **Appendix C - Pre-Authorized Debit Form**, this form has been revised to include additional detail

Additionally, throughout the document expanded clarification language was added as well as minor editorial changes.

Regards,

Clean Cut Energy Corp.

CLEAN CUT ENERGY CORP.

CONDITIONS OF SERVICE — REV. 8

Effective: February 1 2024

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1.0 IDENTIFICATION

Clean Cut Energy Corp., will be referred to herein as “CCE” is incorporated federally under the laws of Canada with a head office that resides in the Province of Ontario.

CCE holds licences issued from the Ontario Energy Board (OEB) as a licensed Unit Submetering Service provider in the Province of Ontario. This grants CCE the authority to supply submetering systems and equipment, software and technology for administration of this submetering system in the province of Ontario.

These services that are provided by CCE are provided to other provinces across Canada and CCE operates within each province in accordance with the regulation and laws for each province.

2.0 GOVERNING LAWS AND CODES FOR SUBMETERING

CCE shall comply with all applicable codes, laws and provisions as imposed by the Ontario Energy Board (OEB) in the Act (1998), the regulations, market rules and the Electricity Act as set out by the Ontario Energy Board, the Province of Ontario or the Government of Canada. From time to time CCE may be required to alter the delivery of submetering services, fees or disclosure to customers to accommodate changes imposed by the OEB, the Province of Ontario or the Federal Government as required by law.

3.0 CONDITIONS OF SERVICE DOCUMENT AMENDMENTS AND CHANGES

In the future, provision of this Conditions of Service Document may be subject to change or form part of a Contract made between CCE and a customer. This is a living document and as a result subject to changes. This Conditions of Service document supersedes any previous document containing of conditions of services, oral or written by CCE as of the effective date of its’ posting for our customers.

Notices of changes will be posted for customers on our website indicating that our Conditions of service document has been updated for a period of two months. CCE customers are responsible to review the Conditions of Service Document including any updates as they are posted. The current version of the Conditions of Service document is always available from <http://www.cleancutenergy.ca> for review.

If a customer has any questions about this document they are advised to put their concerns in writing to either customerservice@cleancutenergy.ca or sent written letter to the following address:

Clean Cut Energy Corp.
Conditions of Service
PO Box: 25008
17-370 Stone Rd. W
Guelph, ON
N1G 4T4

Alternatively, customers can also call Customer Service at (226) 780-0284 x 3 and speak to a customer service representative. The office receives calls from 9 am to 5 pm, 5 days per week (eastern standard time) excluding weekends and holidays.

4.0 CCE RIGHTS ASSOCIATED WITH CONDITIONS OF SERVICE

4.1 ACCESS TO EQUIPMENT ON A CUSTOMER'S PROPERTY

CCE has the right to access a customer's property, to remove, update, repair, replace, inspect or modify the equipment and software that is located on a customer's site as part of the submetering service agreement. The customer is to provide such access to CCE personnel and contractors within a reasonable time frame (24 hrs from when notice is provided). All submetering equipment located on the customer's property for which CCE has a submetering service agreement with the customer is in the care of the customer. Any damage that occurs while the equipment is in the care of the customer will be charged to the customer for replacement as part of the CCE service agreement at the standard rates of charge as included in the building Fee Schedule (provided to unit owners at the time of account setup or available upon request). All equipment must be immediately accessible by CCE personnel at all times when onsite. CCE has the right to request that storage of equipment or other substances in the vicinity of CCE submetering equipment the CCE personnel identify as a potential hazard are to be relocated immediately.

5.0 FEES AND CHARGES

5.1 OPENING AND CLOSING ACCOUNTS

Owners of units in which CCE provides submetering services are required to have an account open with CCE until such time the unit is sold. It is optional for a Tenant in a unit to have their own separate account unless the complex is rental only, at which time all occupants with a rental lease for that complex are required to have an open account for the duration of their lease. At any time, a Board of Directors can determine that tenant accounts may not be permitted for a property. Tenant accounts are a privilege, not a right, and may be closed at any time at the discretion of CCE. This may include but not limited to, not maintaining good payment standing, harassment such as vulgar and inappropriate behaviour and/or language. All new tenant accounts are required to be signed up for Pre-Authorized Debit (PAD), whereby bill payments are automatically withdrawn from accounts prior to bill due dates. Low income eligible tenant customers may be exempt from the requirement at the discretion of CCE.

Customers are required to complete CCE's online form to open a new account at a minimum of three (3) business days before the close of a sale or start/end of a tenant lease. CCE will respond with a confirmation of that account opening request via email. A CCE representative will review the request and confirm the data provided is correct to ensure the request is valid. Once confirmed a new account will be set up for the unit occupant and account setup information sent to the new customer. The account is effective from the start date provided and customers will be billed accordingly. For Owners, this is typically the sale close date or occupancy date, whichever comes first. For Tenants, this is the lease start date.

Accounts may only be opened by those individuals in which the account is in the name of. Owners are not permitted to open accounts on behalf of Tenants. An owner account is required for each unit/address prior to a tenant account being opened/activated.

All owners (landlords) who have tenants with accounts are required to provide CCE an email address to receive notifications regarding unit arrears. Tenant accounts will not be opened for a unit unless the owner's email is provided. An active email address must be maintained on the landlord's account for the duration in which they rent the unit. Should it be removed, CCE shall at any time close any tenant accounts associated with the unit.

Each new account setup by a unit owner and / or a tenant is subject to a one-time setup fee. This setup fee is outlined in the CCE fee schedule and will vary with each building / complex. A fee schedule is made available to unit owners and tenants that open an account with CCE. This fee is not waived under any circumstance.

Customers are responsible for notifying CCE when an account needs to be closed as the customer is vacating (end of tenant lease) or selling a unit a minimum of three (3) business days before such date. CCE will bill usage and fees according to the information provided on customer accounts for start and end dates.

Please be advised that CCE reserves the right to close any owner or tenant account due to harassment (which includes, but not limited to: vulgar language, inappropriate behaviour and/or language) of CCE's staff members. Once an account is closed on these terms, the customer will not be eligible to open another account with CCE at any time, regardless if they have moved locations.

5.2 LATE PAYMENT CHARGES

CCE customers are permitted a minimum of twenty (20) days from the bill issue date on the statement to make payment. A payment is deemed late if it is made to a financial institution after the due date or a cheque payment is received more than three days after the due date. Please be advised that CCE is not responsible for the processing time(s) / date(s) required by the customers financial institution. The payment will still be deemed late if not received CCE on the due date listed on each bill. The payment must be made by the customer with consideration of bank processing time (s) /date (s) which may take up to five (5) business days. A late payment charge of 19.56% per year or 1.5% monthly will be applied to all overdue balances. Any partial payments that are made by a customer on or before the due date shall be applied to the account balance before the imposition of a late payment charge on an account.

Non-payment of your utility bill may lead to late fees, utility disconnection, account closure, negative impact to credit rating, eviction, balance transfer to current unit owner, or the placement of a lien on the unit including lien processing fees. CCE offers several payment methods and makes every effort to contact unit owners and inform them of the methods. Additional details on account arrears is provided in Section 8 - Billing & Arrears.

Late payment charges as well as charges related to disconnection, will not be imposed on eligible low-income customers after they entered into an arrears payment agreement as part of the disconnection process. For more detail see Section 9 - Service Disconnection.

CCE is not responsible for delays in receiving mailed cheques as a result of Canada Post operations.

5.3 LIEN CHARGES

Utilities billed by CCE may form part of common expenses under each condominium, as such they are subject to provisions of *The Condominium Act 1998* including registration of lien on a property for non-payment. Should a Notice of Lien be processed by CCE, a property management company, or a solicitor on behalf of the Condominium Corporation, CCE or a solicitor shall apply a processing charge to the related account in the amount of \$450 + HST (\$350 solicitor fee plus \$100 CCE administration fee). Should the Notice of Lien request be completed by CCE and submitted to the solicitor, but the Notice of Lien is not processed as payment was received and the process was halted, an administration fee of \$100 + HST will still be applied to the account. If the account balance remains unpaid and a lien is registered, additional solicitor fees in excess of \$1,200 + HST will also be charged to the customer through the Corporation's solicitor.

5.4 DISCONNECTION AND RECONNECTION CHARGES

CCE shall apply disconnection and reconnection charges to a customer's account associated with the disconnection of a utility. Disconnection and reconnection charges will vary from building to building and are available to unit owners upon request or as part of the CCE Welcome Package in the 'Fee Disclosure' statement so they are aware of the specific charges that may be applied to their account. Charges for disconnection and reconnection are typically subject to time of day restrictions, travel distance and other factors that may affect the application of a disconnection or reconnection service call. All unit owners that are subject to utility disconnection will receive notice from CCE as discussed in detail in Section 9 – Service Disconnection of this document.

5.5 PAPER BILLING FEE

With the advent of the internet age CCE has made many efforts to modernize the historical utility practice of paper billing. As such, there are now multiple options for a customer to receive their bills either online or through email billing that are both good for the environment and are less energy intensive. To encourage customers to think green and to reduce waste, CCE applies a paper billing fee to accounts that prefer to receive their bills in paper format. The additional charge covers the paper costs, printing costs, postage and mailing costs for that process and additional labour to mail bills to Customers. CCE attempts to provide the most cost-effective service to all customers and electronic billing is significantly more cost and labour effective.

Customers that have a disability and require a paper bill for medical reasons may submit a medical request from a physician for paper bills and additional fees will be removed from their account for this service.

5.6 NON-SUFFICIENT FUNDS FROM CHEQUE, EFT AND PRE-AUTHORIZED PAYMENT PLANS

CCE provides both Pre-Authorized Payment (PAD), EFT and cheque payment options. When cheques are provided by customers it is expected that the customer has allocated the correct amount of funds in their account to cover the cheque. Cheques that are provided by a customer and are returned NSF (Non-Sufficient Funds) will be subject to an additional charge of \$45 as outlined in the fee structure document for a building. This same fee also applies to payments that are returned NSF through the pre-authorized (PAD) payment plan process as well as EFT payments. These fees are applied to a customer account when confirmation that the returned payment is connected to a customer's account. NSF fees may also be charged to the customer by the customer's financial institution.

5.7 CUSTOMER CREDITS AND REFUNDS

Customers that accrue a credit in their CCE account will be able to receive that credit upon the closure of that account once all outstanding balances and fees have been paid. Otherwise the credit will be held by CCE until such a time as the subsequent utility invoice is issued and the credits are consumed as payment toward a utility invoice.

A \$30 + HST credit processing fee will be charged in the following situations:

- a credit on an account is the result of an overpayment (including accidental payments) and not part of a security deposit;
- a credit is being returned in advance of account closure, in accordance with CCE policies;
- the customer did not notify us that the account was to be closed on or before the account closure date; and
- the customer does not accept the payment and the credit needs to be re-issued or the customer requests a different payment method.

Should a customer with a credit balance reside overseas when the credit is issued, and the only available option is to provide it by wire transfer, a \$150 + HST wire transfer processing fee will be applied. Account credits are issued to the customer in the form of an e-transfer or mailed cheque within 6 weeks (45 days) of receiving the final bill. Credits will be held on account for up to 90 days before the credit balance is removed from the account. CCE will attempt to contact the account holder a minimum of three (3) times within the 90-day period by both phone and

email. Should a customer not accept the e-transfer and it expires, they will be charged a processing fee of \$30 + HST for any subsequent attempts at sending the e-transfer credit.

Any accidental payments made on account will require a minimum two (2) week hold time prior to being returned to the customer. This is to ensure that the bank has fully processed the transaction and any potential subsequent stop order requests have been processed.

5.8 REQUEST FOR HISTORICAL UTILITY DATA

CCE has a very detailed and extensive utility customer management interface that allows each customer to interact and manage their utility use. The online web portal interface also allows customers to have access to historical data for customers. This online Interface can often provide hourly data for customers to utilize for improved utility management. In the event that a customer requests data that may require CCE representatives to search back into archived files or apply time for such a request, additional fees at a rate of \$50 + HST / hour may be applied to a customer account for extracting and providing this customer data.

5.9 REGULATORY COST ASSESSMENTS

CCE participates in regulated utility industries and from time to time the regulator may impose cost assessments on CCE as a member of this regulated industry. These costs are set by the regulatory bodies such as the Government of Canada, the Province of Ontario and the Ontario Energy Board and are included on consumer bills as part of the submetering services being provided. CCE shall charge to account holder a proportion share of such cost assessments that shall become owing to the regulatory bodies including administrative and management costs. Such costs may be included on utility invoices and form part of the Administration fee to assist with collection.

5.10 THIRD PARTY METER TESTING

If a utility meter is removed and tested by a third-party meter testing facility to resolve a dispute. Additional fees may be incurred for this process and the owner may be liable to pay such charges if the disputed meter is verified and operating within appropriate tolerances by the testing facility. Charges will include that to cover the cost of removing the existing meter, testing of the meter, installation of a temporary meter and reporting from the third-party testing facility.

5.11 METER INSPECTIONS

Should a customer request that an inspection be completed by a CCE technician on a meter, a fee of \$100 + HST /hr will be charged to the customer's account.

5.12 TAMPERING CHARGE

If during the course of an onsite inspection or test, CCE evaluates that the meter has been tampered with by the unit owner or the condominium corporation, CCE reserves the right to impose a tampering fee of not less than \$1,500. The fee will be used to pay for the replacement, re-certification and re-installation of a new meter so that CCE can continue to fulfill its obligation as the utility service provider.

5.13 NEW METER INSTALLATION

Should CCE determine that an existing meter may need to be replaced with a new one due to malfunction, the owner may be responsible for any costs associated with the repair or replacement of equipment, this is at the sole discretion of CCE.

5.14 APPOINTMENT NO-SHOW CHARGE

Should a customer confirm an appointment with CCE for a technician or contractor to complete an inspection or repair/replacement work in their home and they do not show up to allow access or deny access at the door for the technician / contractor to complete the necessary work, the customer shall be charged a fee of \$100 + HST.

5.15 BILLING ADJUSTMENTS

Billing adjustments may be required for a variety of reasons. Any required billing adjustments shall be completed for the next bill cycle unless the circumstance in which created the need for a billing adjustment is not resolved.

Should a tenant fail to set up an account within the required timeline of three (3) business days prior to the lease start date as indicated in Section 5.1 of this document, any invoices issued to the Owner (landlord) will not be revised. Billing will switch over to the tenant once the tenant has successfully opened an account and the start bill date will line up with the end bill date of the last bill issued to the owner.

Any billing adjustments required on Owner accounts as a result of the Owner failing to set up an account within the required timeline of three (3) business days prior to the lease start date or

failed to notify us of a sale close and as indicated in Section 5.1 of this document will be charged a \$25 + HST processing fee for adjustments which go back up to three calendar months. Should the adjustment extend past three (3) months of billing, a 5% processing fee on the total adjustment amount shall be charged to the customer whom failed to notify us of the sale of unit and an interest fee of prime + 2.5% on the total adjustment amount will be charged to the customer who failed to set up an account with CCE.

Any billing adjustments required on Tenant accounts as a result of not providing updates or accurate lease start / end date information shall be charged a \$25 + HST processing fee. Tenants which are considered low income and are able to provide agency verification will be charged a \$10 + HST processing fee.

5.16 PAYMENT ERRORS

Should customers make payment to the wrong account number more than once in the duration in which the account is active, a \$10 + HST charge will be applied to the account for each time there is a payment made in error.

5.17 RENTAL COMPLEX FEES - METER INSTALLATION & ARREARS

Building owners of rental complexes (commercial and residential) may elect to have some additional costs added as fixed daily or monthly charges to the utility invoices sent to tenants in the building to assist in recovery of utility costs for the building. These costs may include meter installation costs, common area utility costs for shared amenity spaces, utility bad debt recovery costs or equipment rental costs. In all cases Clean Cut Energy will disclose to tenants when these costs have been added to their invoices and will also include bill notes on invoices describing these costs so tenants are aware of their inclusion.

6.0 SECURITY DEPOSIT REQUIREMENTS

Unless otherwise expressly agreed to in a customer agreement or contract with Corporation and with the exception of customers who meet the security deposit waiver conditions described in Section 6.1– Security Deposit Waiver, all customers are required to pay a security deposit. The security deposit is collected for in the event a customer does not pay their bill, the deposit is applied to cover any arrears. This action is carried out at the discretion of CCE.

Security deposits must be paid to CCE using one of the following methods:

- Cheque;
- Electronic Funds Transfer (EFT) through the bank; or

- Pre-Authorized Payment (PAD) as withdrawn by CCE

Non-residential customers have the following additional payment option:

- automatically renewing, invoiceable letter of credit from a bank

The amount of the security deposit will not exceed the billing cycle factor (2.5 for monthly billing and 1.75 for bi-monthly billing) times the estimated monthly bill based on the customer's average monthly load during the most recent 12 consecutive months within the past two years. Where the average monthly load for the customer is not available, a reasonable estimate will be made using information from a similar property used for similar purposes. Where a non-residential customer has a payment history which discloses more than one disconnection notice in a relevant 12-month period, that customer will be subject to a security deposit which is calculated by using the consumer's highest monthly load in the most recent 12 consecutive months. The amount of a security deposit is clearly documented in each signed contract agreement with the Condominium Corporation or commercial business, respectively, and will remain unchanged for the duration of the contract.

In the event a security deposit is used to cover arrears, a security deposit of the same amount will be re-applied to the account by CCE for payment on the next bill and will be held on the account until one year of good payment standing is achieved.

Security deposits are treated the same as usage and fees with respect to CCE arrears policies.

Customers have the option of paying the security deposit in four (4) equal payments over a 4 month period with the first payment being due upon being charged the deposit and subsequent payments in the months following. Customers must advise CCE of this request prior to being charged the deposit on their first invoice. When a deposit is used to cover arrears, customers also have the option of paying it back in equal payments over a six (6) month period starting with the first payment due on the next bill after the deposit was applied to arrears and subsequent payments in the months following. Those receiving bills on a bi-monthly basis will be charged for two (2) security deposit payments on one bill.

6.1 SECURITY DEPOSIT WAIVER

Customers may obtain a security deposit waiver in one of the following ways:

1. A Customer provides CCE with a credit reference letter from a licensed electricity or gas distributor in Canada confirming at least 1 years' worth of good payment history occurring within the 12 months prior for the residential customer and 3 year's worth of

good payment history occurring within the 12 months prior for the commercial customer. CCE has the right to accept other forms of credit references at their discretion.

2. The customer elects to sign up for bill payment by PAD payment method with CCE by providing a PAD form from their bank or void cheque and the next year of payments are processed without incident by the PAD system. PAD payment must remain on the account for one (1) year, if the PAD option is removed then the security deposit fee is re-applied to the account.
3. If a residential customer in Ontario qualifies as an eligible low-income consumer and the customer provides a completed waiver of the applicable security deposit from a cooperating social service agency and meets the applicable waiver conditions under the Ontario Sub-metering Code. This applies to electricity and gas customers only.

In order to have the security deposit remain waived for the period of one year, the customer must remain in good payment standing. Should a customer no longer meet the criteria of good payment standing within the one year period, the security deposit will be added back on the account regardless if the customer meets criteria 1 and 2 listed above.

6.2 SECURITY DEPOSIT REFUND

Security Deposits will be refunded to the Customer through crediting the account the amount of the security deposit once a good payment history has been established for a period of twelve (12) consecutive months. A poor payment history includes:

- more than one NSF charge has to be applied to the account;
- a disconnection notice was issued;
- a Notice of Lien was issued;
- arrears have reached 30 days;
- the security deposit had to be used to cover arrears more than one time;
- the initial security deposit had to be used to prevent disconnection or lien; or
- more than one late payment made on account within a 12-month period.

If a customer has a poor payment history, the security deposit will continue to be held on account until one year of good payment standing occurs, at which time it will be released back onto the account.

Deposits will also be refunded when a Customer terminates their account with CCE provided all outstanding balances and fees have been paid. See Section 5.7 of this document for details.

Monthly interest will accrue on paid security deposits. Interest will be calculated at the rate prescribed by the OEB, which currently is the average monthly prime lending rate less than two

(2) percent as set by the Bank of Canada. Interest on security deposits shall begin to accrue from the date of receipt in full by CCE. Interest will be paid to the Customer by crediting their account on a yearly basis or when the account is closed, whichever comes first.

Security Deposits with any unpaid accrued interest will be applied to an account at the time of issuing a final billing. Refunds will be issued within 45 days of the final billing date provided CCE is able to contact the account holder at their new residence and update their account information to ensure the refund is correctly returned. Refunds that CCE is unable to return within 90 days of the account's final billing date will no longer be eligible for return.

7.0 PAYMENT OPTIONS

CCE provides three payment methods to customers for paying CCE Bills:

- Electronic Funds Transfer (EFT) from a registered bank or financial institution;
- Pre-authorized Debit (PAD) from their bank account (setup by providing a void cheque, completed PAD form, or completing the appropriate online form on our customer Web portal); and
- Mailed Cheque

All tenant accounts must be set up on PAD payment. Owner accounts have the option of all three payment types unless otherwise determined by a Condominium Corporation.

Electronic Funds Transfer: This includes payments made by a customer through a registered bank or financial institution through online banking, phone banking or in-person at a branch. Payments processed by this method include two date stamps; a posted date (date of payment through the customer's financial institution) and an effective date stamp (date which the bank has processed the payment). For the purpose of payment processing, CCE applies the posted date stamp to customer transactions when determining the date on which the payment was processed by the customer. This date stamp is also used when calculating interest on outstanding balances to determine the appropriate application of interest.

Pre-Authorized Debit (PAD): Customers have the option of being on PAD payment. Customers that enroll in the CCE PAD payment program are subject to the terms and conditions of that program. PAD payments are processed within 10 days prior to the bill due date. Enrolled accounts that have an outstanding account balance at the time of processing will be included in the PAD run and payment withdrawn from their account. New PAD payment information must be provided by the 15th of each month.

Mailed Cheques: Customers have the option to mail a cheque for payment to our Post Office Box. When CCE receives mailed Cheques for customer accounts, the post date is backdated to

three days. Customers that mail cheques that arrive before the fourth day after the due date are considered on time. Payment received in this manner will be applied to outstanding account balances before the application of interest. CCE is not responsible for delays resulting from Canada Post operations.

8.0 BILLING & ARREARS

8.1 OUTSTANDING BALANCES ON CUSTOMER ACCOUNTS - ARREARS MANAGEMENT POLICY

All CCE issued utility bills are due a minimum of 20 days following the bill issue date as indicated on the bill. Outstanding payments that exceed that time period are considered in arrears and subject to the following collection activities according to the CCE Arrears Management Policy.

- **Late Payment Notices** - CCE will issue a late notice to the customer by email or by mail once the due date for payment has passed. The late notice to each customer will outline the amount outstanding and the potential consequences of non-payment including future collections activities. This notice will be issued 1-7 days after the bill due date. CCE will issue an additional Final Notice to the customer by email or mail should the account remain in arrears. This notice will outline the total amount in arrears, a due date for payment and next steps in the collections process should the balance remain unpaid. Late notices issued with respect to arrears on tenant accounts will be issued to both the tenant and the owner (landlord) as the owner of the unit is ultimately responsible for any arrears associated with the unit. All owner accounts which have tenant accounts associated with the unit, must provide an active email address to receive arrears correspondence.
- **Interest Charges** - CCE will apply interest to unpaid balances as detailed in Section 5.2 – Late Payment Charges
- **Collection Calls & Emails** - CCE will undertake collection calls and emails to customers in arrears in an attempt to collect the amount in arrears. All owners which are landlords that have rental unit arrears will be contacted.
- **Tenant Account Closure Warning Notices** – CCE may issue warnings to tenants and owners (landlords) when there is risk of an account being closed due to arrears as described in Section 8.2 – Outstanding Balance Transfer & Account Closure Policy for Tenant Arrears
- **Rental Unit Unpaid Balances Transferred to Owner** – Unpaid balances associated with Tenant accounts may be transferred to the owner's account from the tenant

account for immediate payment (10 business days) as described in Section 8.2 – Outstanding Balance Transfer & Account Closure Policy for Tenant Arrears.

- **Disconnection** – CCE may disconnect a utility service(s) for non-payment as detailed in Section 9 – Service Disconnection.
- **Lien on Property** – CCE, Property Management or solicitor may issue a Notice of Lien to the customer on behalf of the Condominium Corporation for non-payment as detailed in Section 11 – Registration of Lien for Non-Payment.

Should an owner or tenant vacate a unit with outstanding unpaid CCE account balances, CCE has the right to collect the unpaid amounts from the current owner of the unit as debts associated with the property are ultimately the responsibility of the current property owner.

CCE may provide arrears information to the Property Management for the Condominium Corporation and/or to a collection agency at its sole and absolute discretion.

CCE is not liable for any effect to a Customer's credit score or rating as a result of collection activities that are undertaken for unpaid customer balances.

8.2 OUTSTANDING BALANCE TRANSFER & ACCOUNT CLOSURE POLICY FOR TENANT ARREARS – TENANT ARREARS POLICY

For rental units CCE offers tenants the ability to set up accounts and be billed directly for utility use. This service is provided to unit owners as a courtesy and maybe revoked by CCE or by the Condominium Corporation, at their sole and absolute discretion. All new tenant accounts are required to be set up on PAD payment, CCE will not accept any other form of payment from a tenant.

If a Tenant declares an end of tenancy from the property, CCE will automatically convert the billing over to the unit Owner unless a new tenant has created an account and declared their intention to occupy the premises. Landlords assume responsibility for paying for service after the closure of a tenant account until such a time a new tenant account is opened. Tenant account close dates should align with the lease end date. The sole and absolute responsibility for utility payment in rental units always rests with the Landlord of the unit and outstanding balances by Tenants that remain in arrears may be at the discretion of CCE and with notice to the unit Owner be transferred to the Owner/Landlord in the event that payment remains outstanding beyond the invoice due date.

Should a tenant vacate the property and unpaid bills remain associated with the unit, the unpaid balances will be transferred to the Owner (landlord) account for immediate payment (10

business days). This transfer can occur at any time after which the tenant has vacated and the balances are in arrears.

Should unpaid balances on tenant accounts reach 30 days in arrears, the unpaid balances will be transferred to the Owner (landlord) account for immediate payment (10 business days). This transfer can occur on or after the arrears reach 30 days.

Tenants with a demonstrated poor payment history may have their account closed at the discretion of CCE. For the purposes of this policy, a poor payment history is defined as:

- more than one NSF charge has to be applied to the account;
- a disconnection notice was issued;
- arrears reaching 30 days;
- the security deposit had to be used to cover arrears more than one time;
- the initial security deposit had to be used to prevent disconnection or lien; or
- more than one late payment made on account within a 12-month period.

CCE may elect to close the account with notice, and shall revert to billing the unit owner of record in such circumstances. All unpaid balances from the Tenant account are transferred to the owner's account for immediate payment (10 business days). Once a customer has had their account closed under the Tenant Arrears Policy, they will not be able to open any future accounts with CCE, regardless of location (i.e., change in building occupancy).

Tenants whom have had their account closed under the Tenant Arrears Policy will not be eligible to open any new accounts for a minimum of five (5) years from the date in which the initial account was closed. If a new account request is made where the owner of the unit is the same owner when the closure took place, permission will be required from the owner to proceed with the new account. Should the tenant demonstrate vulgar or offensive behaviour upon account closure, CCE may refuse any further accounts being opened by that customer for the lifetime of operation.

If a Tenant has an outstanding balance that exceeds the invoice due date, CCE has the right to contact the owner and inform them that the unit has an outstanding utility invoice and that collections actions may be initiated. Tenants that sign up for an independent utility account with CCE, agree to such disclosures as part of their service agreement during the term of their tenancy.

9.0 SERVICE DISCONNECTION

9.1 CCE'S RIGHT TO DISCONTINUE OR DISCONNECTION SERVICE

CCE reserves the right to disconnect a customer's utility service (electricity and water) in the event of non-payment of outstanding utility costs under the following conditions, but not limited to, the following circumstances:

Category 1: Arrears

- Utility bill payments remain outstanding to CCE

Category 2: Non-Compliance

- Scheduled inspections or maintenance where 24-hour notice was provided to customer but the work could not be performed
- CCE provided a directive to the customer to ensure CCE complies with licensing requirements and the customer fails to comply with this directive in a timely manner
- For any other condition that is identified in CCE's conditions of service document

Category 3: Emergency

- Disconnection of supply of utilities without notice in the event of an emergency, for safety reasons, as a result of a court order or to ensure the system continues to operate reliably.

At any time after the Notice was issued, the customer may designate a 3rd party representative (personal property manager, financial advisor, retained legal counsel, etc.) to address the matter provided that we receive notification prior to the end of the 14-day Disconnection Notice Period. At which time CCE will correspond about the disconnection with the 3rd party (with the contact information provided by the owner).

9.2 CCE SERVICE DISCONNECTION PROCEDURE

If through the course of submetering service administration CCE is required to disconnect the supply of electricity to a customer, the following disconnect procedures will be followed.

All electricity disconnections will be undertaken by a CCE Technician. Unless the disconnection is associated with an emergency, all disconnections will be undertaken during regular business

hours and on a legal business day between Monday and Friday. Disconnections will not occur on weekends, evenings or statutory holidays observed in Ontario.

Disconnections will not be undertaken during any period in which the Ontario Energy Board (OEB) has a restriction on performing disconnections.

CATEGORY 1: Disconnection due to Arrears

- CCE will issue a final late notice at 30 days in arrears, prior to issuing a disconnection notice
- CCE will issue a Notice of Disconnection via registered mail to the customer indicating that they have an outstanding balance that is past due and that they are subject to CCE's disconnect policy. This will occur when arrears have reached 60 days.
- A 14 day Disconnection Notice Period will commence once the Disconnection Notice is deemed received, which is 5 days after the date it was mailed. This period is provided for the occupant to make payment prior to disconnection. If a customer is low-income eligible and applies for LEAP/other financial assistance during this period; this process is suspended for an additional 21 days. If declined, the 14 day period starts from the day they were provided notice of decline. Customers that provide written documentation from a physician that disconnection poses a significant health risk will be given two months (60 days) notice before being disconnected for non-payment
- After the 14 Disconnection Notice Period Ceases, a 14 day Disconnection Period commences. It is in this period that CCE may undertake electricity service disconnections.
- CCE will attempt to contact the customer one final time by phone and email prior to the Disconnection date (within 48 hours) and advise customers of the potential availability of an arrears program and other services that may assist them in paying the outstanding balance.
- Disconnection will be undertaken by a licensed electrician or CCE Technician; owners and occupants of the unit do not need to be home or present during the disconnection.

CATEGORY 2: Disconnection due to Non Compliance

- CCE will issue a warning of non-compliance prior to issuing a disconnection notice
- CCE will issue a Notice of Disconnection via registered mail to the customer indicating that they have an outstanding balance that is past due and that they are subject to CCE's disconnect policy.
- A 14 day Disconnection Notice Period will commence once the Disconnection Notice is deemed received, which is 5 days after the date it was mailed. This period is provided for the occupant to be compliant.

- After the 14 Disconnection Notice Period Ceases, a 14 day Disconnection Period commences. It is in this period that CCE may undertake electricity service disconnections.
- CCE will attempt to contact the customer one final time by phone and email prior to the Disconnection date (within 48 hours).
- Disconnection will be undertaken by a licensed electrician or CCE Technician; owners and occupants of the unit do not need to be home or present during the disconnection.

CATEGORY 3: Disconnection due to Emergency

When there is Disconnection to be undertaken due to an emergency event, CCE maintains the right to complete the disconnection with no notice to the customer or property owner in accordance with section 4.2.7 of the Unit Submetering Code, 2020, which states.

“4.2.7 A unit sub-meter provider may disconnect a consumer without notice in accordance with a court order or for emergency, safety or system reliability reasons.”

In the event of a Disconnection due to an emergency, CCE will attempt to contact the Property Owner to advise of the disconnection taking place and any other details available surrounding the emergency disconnection. If a CCE representative cannot successfully contact the Property Owner, the disconnection will still occur in accordance with section 4.2.7 above.

9.3 INFORMATION PROVIDED ON DISCONNECT NOTICES

A disconnect notice will indicate the earliest and latest period when the customer can expect disconnection to occur, all methods of payment available to the customer, a Fire Safety Notice from the Office of the Fire Marshall and any other legally accompanying document. Also included in the Notice of Disconnection package will be information for eligible low-income customers and information to advise the customer that the disconnection can occur whether the customer is at home or not.

Customers that provide written documentation from a physician that disconnection poses a significant health risk will be given two months (60 days) notice before being disconnected for non-payment.

9.4 UTILITY SERVICE RECONNECTION

Utility service will only be restored once the conditions that caused the disconnect or limitation has been remedied. CCE is not responsible or liable for any damage that may occur as a result of disconnection of service to a customer.

Reconnection will be undertaken by a licenced electrician and can only occur when the customer is present. An additional service charge will be applied for reconnection of utility services. Clean Cut Energy Corp. is not responsible for delays in utility restoration due to availability of customer and electrician. A reasonable amount of time must be provided to adequately arrange the reconnection

In the event that service disconnection requires an Electrical Safety Authority (ESA) safety inspection prior to reconnection because the service has been disconnected for 6 months or greater. The customer will be responsible to pay the cost of the ESA inspection. An ESA Inspection certificate must be provided to CCE prior to reconnection of service.

9.5 HALTING DISCONNECTION OF SERVICE

CCE reserves the right to halt the disconnection of service at any time for any reason at their sole discretion. In the event that disconnection does not occur within the stipulated time frame on the disconnection notice to the customer; CCE will re-issue the disconnection notice with updated disconnect dates to the customer for disconnection of service.

9.6 INTERRUPTIONS OF SERVICE

As part of the normal course of business interruption of service may be required for the following reasons:

1. Emergency request as a result of power shutoff due to maintenance or other issue
2. At the request of authorities or other governing bodies as required
3. As part of normal maintenance program for meters or other building equipment.

CCE will attempt to provide customers with reasonable notice of any planned power interruptions to the utility systems, including the duration of utility interruptions and the frequency. In the event that maintenance is required CCE will provide 48 hours notice where possible to all residents affected by the outage.

Customers that for medical or other reasons require an uninterrupted source of power for life or other support equipment must ensure that they provide and have on hand such equipment as they require. CCE is not responsible for providing such equipment nor can CCE guarantee that uninterrupted power or utilities to any suite in the buildings it services. CCE will attempt to accommodate such clients when they have properly informed CCE of such medical needs. A letter or note from a Physician for a specific client informing CCE of their medical requirements can be added to the clients account and kept on record for reference.

CCE may not be able to provide customers with notice of a power interruption if the cause of the outage is related to an unplanned outage or if there is an emergency situation that may involve injury to persons, damage to property or any unsafe condition. CCE will attempt to provide customers with reasonable notice of any planned power interruptions to the electrical distribution system, including the duration of the outage and frequency. CCE will attempt to notify customers within two (2) business days of interruption of power, wherever possible. CCE is not responsible, and will not be held liable, for any damages due to a power interruption, planned or otherwise.

10. PAYMENT AGREEMENTS

10.1 CCE ARREARS PAYMENT AGREEMENT

CCE will make available an Arrears Payment Agreement to any Residential unit owner Customers unable to immediately pay their utility charges in the face of disconnection or lien. Customers must notify CCE as soon as possible once the bill is issued should they feel they are unable to make payment.

Utility customers who are unable to pay utility charges and decline to participate in a Arrears Payment Agreement will be subject to disconnection or lien. CCE shall proceed with disconnection and is not required to offer an arrears agreement after disconnection to a customer has occurred.

The details of the agreement will be laid out in writing including payment amounts, due dates and penalties / actions taken if the agreement is not met.

10.2 ARREARS PAYMENT AGREEMENT PROCEDURE

CCE will offer the following Arrears Payment Agreement to customers that request an extended period of time to pay a utility bill.

Unit Owners

- Any security deposit that is currently held by CCE shall be applied to the amounts owing before entering into an Agreement. The deposit will be reapplied to the account for payment on the next invoice.
- The details of the agreement will be laid out in writing including payment amounts, due dates and penalties / actions taken if the agreement is not met. The Owner must respond in writing if they are in agreement with the plan.

- Agreements for customers where Lien provisions are applicable will typically result in two or three equal payments over a two or three month period depending on the timing of the request. Agreements must adhere to Lien provisions, thus being fully paid before reaching 60 days in arrears. At a minimum, Residential Customers are required to make a first payment (down payment) of fifteen (15) percent of the arrears, inclusive of any accumulated late payment charges when entering into the Agreement. Low income eligible customers are required to make a first payment (down payment) of ten (10) percent of the arrears, inclusive of any accumulated late payment charges when entering into the Agreement. The customer must respond in writing if they are in agreement with the Arrears Payment Agreement.
- Agreements for customers where Lien provisions do not apply will be required to make payments over a period of time which is based on the calculated average bill:
 - If you owe equal to or less than twice your average monthly bill amount then the Agreement is to be provided for a 5-month period
 - If you owe more than twice your average monthly bill amount the Agreement is to be provided for a 10-month period.

The average bill is calculated by taking the charges over the previous 12 months and dividing them by 12.

For low-income eligible customers where Lien provisions do not apply will be required to make payments over a period of time which is based on the calculated average bill:

- A payment period of Eight (8) months is to be provided if the amount the customer owes is less than or equal to two (2) times his or her average bill;
- A payment period of Sixteen (16) months is to be provided if the amount the Customer owes is more than two (2) times his or her average bill.

At a minimum, Residential Customers are required to make a first payment (down payment) of fifteen (15) percent of the arrears, inclusive of any accumulated late payment charges when entering into the Agreement. Low income eligible customers are required to make a first payment (down payment) of ten (10) percent of the arrears, inclusive of any accumulated late payment charges when entering into the Agreement

- Plans for customers where Lien provisions are applicable, if a residential customer defaults on more than one (1) occasion in making a payment in accordance with the Plan, or a payment on account of a current electricity charge billing or an under-billing adjustment, CCE may cancel the Plan by issuing a Cancellation Notice. When issued a Cancellation Notice, the customer then has 10 business days to make payment on the Agreement for it to be reinstated. A warning notice will be issued after the first default.

- Agreements for customers where Lien provisions do not apply, if a residential customer defaults on more than one (1) occasion in making a payment in accordance with the Agreement within a two (2) month period, or a payment on account of a current electricity charge billing or an under-billing adjustment, CCE may cancel the Agreement and issue a Cancellation Notice. To reinstate the Payment Agreement, the customer must make payment within 10 business days of being provided the Cancellation Notice.
- Where an eligible low-income customer defaults on more than two (2) occasions, over a two (2) month period, in making a payment in accordance with an Arrears Payment Agreement, or a payment on account of a current electricity charge billing or an under-billing adjustment, CCE may cancel the arrears payment agreement
- If a residential customer wishes to close their account prior to the completion of the Plan, the remaining amount on the Plan is due along with any outstanding balances at the time of account closure.
- If a residential customer successfully completes an Arrears Payment Agreement, they can request a new Agreement after two (2) years of the completion date anniversary of the first Agreement. Low-income eligible customers may enter into an Arrears Payment Agreement at any time after the successful completion of an Agreement. If the time is less than 12 months after the successful completion of the initial Agreement, but must follow non-low income eligible customer terms. If greater than 12 months have passed, the Agreement can follow low-income eligible customer terms. Additional Arrears Payment Agreements may be offered at the sole discretion of CCE.
- Should a payment agreement be cancelled, a customer must wait one (1) year before requesting another one.
- An Arrears Payment Agreement must be successfully completed prior to entering into another Agreement.

Unit Tenants

- Any security deposit that is currently held by CCE shall be applied to the amounts owing before entering into a Plan. The deposit will be reapplied to the account for payment on the next invoice.
- The details of the agreement will be laid out in writing including payment amounts, due dates and penalties / actions taken if the agreement is not met. The Tenant and Owner must respond in writing if they are in agreement with the plan.
- Agreements for Tenant customers where Lien provisions are applicable will typically result in two payments over a 30-day period. This agreement must also be agreed upon in writing by the Owner of the unit. At a minimum, Residential Customers are required to make a first payment (down payment) of fifteen (15) percent of the arrears, inclusive of, any accumulated late payment charges when entering into the Agreement. Low

income eligible customers are required to make a first payment (down payment) of ten (10) percent of the arrears, inclusive of any accumulated late payment charges when entering into the Agreement. Arrears must not exceed 30 days. If arrears reach 30 days, the unpaid balance is transferred to the unit owner's account for immediate payment (within 10 business days).

- Agreements for Tenant customers where the Lien provisions are not applicable will be required to make payments over a period of time which is based on the calculated average bill:
 - If you owe equal to or less than twice your average monthly bill amount then the Agreement is to be provided for a 5-month period
 - If you owe more than twice your average monthly bill amount the Agreement is to be provided for a 10-month period.

The average bill is calculated by taking the charges over the previous 12 months and dividing them by 12.

For low-income eligible customers where Lien provisions do not apply will be required to make payments over a period of time which is based on the calculated average bill:

- A payment period of Eight (8) months is to be provided if the amount the customer owes is less than or equal to two (2) times his or her average bill;
- A payment period of Sixteen (16) months is to be provided if the amount the Customer owes is more than two (2) times his or her average bill.

At a minimum, Residential Customers are required to make a first payment (down payment) of fifteen (15) percent of the arrears, inclusive of any accumulated late payment charges when entering into the Agreement. Low income eligible customers are required to make a first payment (down payment) of ten (10) percent of the arrears, inclusive of any accumulated late payment charges when entering into the Agreement

- Plans for customers where Lien provisions are applicable, if a residential customer defaults on more than one (1) occasion in making a payment in accordance with the Agreement, or a payment on account of a current electricity charge billing or an under-billing adjustment, CCE may cancel the Plan by issuing a Cancellation Notice. When issued a Cancellation Notice, the customer then has 10 business days to make payment on the Agreement for it to be reinstated. A warning notice will be issued after the first default.
- Agreements for customers where Lien provisions do not apply, if a residential customer defaults on more than one (1) occasion in making a payment in accordance with the Agreement within a two (2) month period, or a payment on account of a current

electricity charge billing or an under-billing adjustment, CCE may cancel the Agreement and issue a Cancellation Notice. To reinstate the Payment Agreement, the customer must make payment within 10 business days of being provided the Cancellation Notice.

- Where an eligible low-income customer defaults on more than two (2) occasions, over a two (2) month period, in making a payment in accordance with an Arrears Payment Agreement, or a payment on account of a current electricity charge billing or an under-billing adjustment, CCE may cancel the arrears payment agreement
- In accordance with CCE's Tenant Arrears Policy outlined in Section 8.2 of this document, Tenant accounts may be closed if unpaid balances reach 30 days in arrears and / or unpaid balances may be transferred to the Owner's account for immediate payment (within 10 business days) as described in Section 8.2.
- If a residential customer wishes to close their account prior to the completion of the Agreement the remaining amount on the Plan is due along with any outstanding balances at the time of account closure.
- If a residential customer successfully completes an Arrears Payment Agreement, he or she can request a new Agreement after two (2) years of the completion date anniversary of the first Agreement. Low-income eligible customers may enter into an Arrears Payment Agreement at any time after the successful completion of an Agreement. If the time is less than 12 months after the successful completion of the initial Agreement, but must follow non-low income eligible customer terms. If greater than 12 months have passed, the Agreement can follow low-income eligible customer terms. Additional Arrears Payment Agreements may be offered at the sole discretion of CCE.
- Should a payment agreement be cancelled, a customer must wait one (1) year before requesting another one.
- An Arrears Payment Agreement must be successfully completed prior to entering into another Agreement.

11.0 REGISTRATION OF LIEN FOR NON-PAYMENT

11.1 CONDOMINIUM CORPORATION'S RIGHT TO REGISTER LIEN ON PROPERTY

Utilities billed by CCE may form part of common expenses under each condominium, as such they are subject to provisions of *The Condominium Act 1998* including registration of lien on a property for non-payment. This process is carried out by CCE, Property Management and solicitors on behalf of the Condominium Corporation.

11.2 LIEN FOR NON-PAYMENT OF UTILITIES

- CCE will issue a late notice to the customer by email or by mail once the due date for payment has passed. The late notice to each customer will outline the amount outstanding and the potential consequences of non-payment including the risk of a lien being put on the property. This notice will be issued 1-7 days after the bill due date.
- CCE will issue a Final Notice to the customer by email or mail. This notice will outline the total amount in arrears, a due date for payment, instructions on how to make payment and next steps in the lien process should the balance remain unpaid.
- CCE, Property Management, or a solicitor shall issue a Notice of Lien to the customer on behalf of the Condominium Corporation. A processing fee will be added by CCE to the account should the notice be issued. Additional processing charges will also be added by the solicitor for their services. Once a Notice of Lien has been issued, all payments must be directed to the solicitor as directed on the Notice of Lien.
- Should the balances remain unpaid, CCE or Property Management shall request that a solicitor place a lien on the property of the unit in order to collect outstanding balances. Additional solicitor fees in excess of \$1,200 will also be charged to the customer through the solicitor.
- Payments made toward CCE utility arrears will be applied to collection fees first, then account arrears.
- Customers must allow for a minimum of 3 business days for payments to be processed through the bank.

12.0 CCE METERING EQUIPMENT POLICIES

The following policy governs the operation, use and management of the metering or submetering systems by CCE. All residential, commercial and industrial multi-unit buildings will be administered by CCE using the following guidelines.

12.1 EQUIPMENT ACCESS

All metering equipment being serviced by CCE must be accessible and un-tampered with during the term with which CCE is providing this submetering service. The owner of a building and/or condominium corporation, as applicable, must provide or arrange free, safe and unobstructed access to CCE (including its employees, agents and subcontractors) for the purpose of meter reading, meter changing, meter installation or removal, meter inspection, meter repair, meter disconnection or meter reconnection as part of this service offering. Significant delays and obstruction to entrance to units by customers or the Condominium Corporation can constitute a breach of contract and may be subject to financial penalties associated with such obstruction.

The owner of a building and/or condominium corporation shall permanently identify each metered service with respect to its specific unit, address or apartment number. The identification shall be applied to all service switches, circuit breakers, meter cabinets and meter mounting devices, shutoff valves to ensure.

12.2 METER READING AND MANAGEMENT

CCE shall have access to the customer's property and/or electronic access to the metering equipment for meter reading purposes. If a reading cannot be obtained, the customer's bill will be estimated according to historical consumption values normalized on a daily time frame adjusted to the billing period. CCE will attempt to repair any communication fault or meter error within a reasonable time frame and may contact the unit owner to gain access to the meter.

12.3 TELEMETRY METER READING AND MANAGEMENT

Meter's that are read remotely through a telemetry based system will report regularly and may be made available to the unit owner on the CCE web interface for better understanding and management of the system. When meter reading faults occur for telemetry based systems they can result in periodic delays in web interface reporting of utility metering data and alarming. CCE shall make every attempt to ensure that meter reading data is available in a timely manner for customers and that service interruptions are minimized and repaired quickly.

12.4 FINAL METER READING

The Customer shall notify CCE using CCE's online web forms that they wish to close their account and request a final reading. The Customer shall provide reasonable notice (minimum of seven (7) business days) of the termination date to allow CCE to arrange for a final meter reading. CCE shall attempt to accommodate all final meter reading requests but in the event that a meter reading is unable to be done on the exact meter reading day requested CCE will adjust future meter reading based on the normalized consumption to arrive at an estimated meter reading for the day requested.

12.5 METER DISPUTE TESTING

The following meter testing and dispute policy will be applied to each utility metering type as detailed below.

12.5.1 ELECTRICITY AND NATURAL GAS METER DISPUTE TESTING PROCEDURE

CCE and the customer can resolve the majority of billing inquiries that occur without the assistance of Measurement Canada.

1. CCE will begin the investigation by assessing the customer's account and investigating any potential meter reading errors or associated billing errors. The results of the investigation and additional meter management documentation shall be forwarded to the Customer.
2. If the Customer is not satisfied with the results of the investigation, CCE will arrange for a site visit to determine if the customer's meter and billing readings are accurate for a fee to the customer. If the Customer remains unsatisfied with the results of the site investigation, additional investigations will be offered to the Customer for a fee. As part of this investigation the meter consumption testing will be compared to the master utility meter (building/complex utility meter) and a reconciliation across the entire building will be performed.
3. At this point, CCE will inform the customer that assistance from Measurement Canada will be necessary to resolve any disputes. Measurement Canada has jurisdiction in dispute investigations involving the condition or registration of a meter or metering installation.
4. If the Customer requests assistance from Measurement Canada, Measurement Canada will verify the accuracy of the meter, metering installation and billing. The customer will be responsible to cover the costs associated with the investigation if the dispute is dismissed by Measurement Canada.

12.5.2 WATER AND THERMAL ENERGY METER DISPUTE TESTING PROCEDURE

1. If the system is manually read by a Technician, a second reading of the meter is taken to assess whether a meter reading or recording error occurred during the meter reading process.
2. The majority of the meters used by CCE possess an internal data logger that records hourly usage data by the system. This internal data logger can be downloaded and used to evaluate the consumption profile as recorded by the unit for evaluation and comparison to the recorded unit consumption value.
3. The totalized use by each individual submeter is compared to the utility use as recorded by the master complex utility meters and compared to determine if the amount measured remain within an appropriate error band for the property. In some cases external issues such as maintenance failures and infrastructure leaks can make such a

comparison irrelevant but for a properly functioning system the results can be an important tool in evaluating the utility meter.

4. If the unit owner is not satisfied by these above steps then the utility meter may be removed and tested by a third party meter testing facility and the testing results made available to both the Owner and CCE for the purpose of resolving such disputes. Both the Owner, the condominium corporation and CCE agree to uphold the results of the third party test. Additional fees may be incurred for this process and the owner may be liable to pay such charges if the disputed water meter is verified and operating within appropriate tolerances by the testing facility.

12.5.3 METERS INSPECTIONS, TESTING, REMOVAL AND REPLACEMENT

Meters may be inspected, tested, replaced, removed or re-verified according to accepted standards and practices. CCE shall have access to the customer's building and may request access to the customer's unit to perform such inspections, testing and verification or replacement. The building's Management shall permit, provide and maintain access to metering equipment for CCE's use as part of its service obligations.

If during the course of an onsite inspection or test, CCE evaluates that the meter has been tampered with by the unit owner or the condominium corporation, CCE reserves the right to impose a tampering fee of not less than \$1,500. The fee will be used to pay for the replacement, re-certification and re-installation of a new meter so that CCE can continue to fulfill its obligation as the utility service provider.

In some circumstances, the cost of repairs and meter replacement may be the responsibility of the owner of the unit.

12.6 BILLING ERRORS

12.6.1 OVERBILLING ERRORS

Where a customer has been found to be over-billed, the maximum period of over billing for which the consumer is entitled to be repaid is two (2) years. Customers will be notified within 10 days of finding the error.

When the overbilled amount is greater than an average bill, the overbilled amount will either be applied to their account as a credit for future bills or issued back in the form of a cheque (at the customer's request) within 11 days of notifying the customer. Where the overbilled amount is less than an average bill, the amount will be applied as a credit onto the customer's account and will go towards the next bill.

If an account has any arrears or unpaid bills associated with it, any credits will be applied to cover those amounts first.

When the customer closes their account with CCE, after payment of all fees then that credit will be returned to the customer in the form of an e-transfer or cheque within six (6) weeks of account closure.

When CCE has over-billed a customer but issues a corrected bill within thirty (30) days of the date the incorrect bill was issued then the over-billing policies described above do not apply.

12.6.2 UNDERBILLING ERRORS

Where a customer has been underbilled, the maximum period of under billing for which CCE is entitled to be paid is two (2) years. All underbilled amounts are required to be paid in full by the customer, regardless of fault.

When a customer is not responsible for the underbilling error, CCE will make available a Payment Agreement which includes the total amount divided into equal payments for the same duration in which the underbilling occurred for a period up to 2 years. In the event a customer meets low income eligible status, customers who are underbilled will be provided a minimum 10 months to make payment.

When a customer is responsible for the under-billed amount, CCE may require payment of the full amount on the next bill or on a separate bill. Standard interest fees at prime rate will be applied.

When CCE has under-billed a customer but issues a corrected bill within sixteen (16) days of the date the incorrect bill was issued then the under-billing errors do not apply.

13.0 CUSTOMER PRIVACY POLICY

CCE takes customer privacy very seriously. The application and preservation of customer information is of paramount concern and CCE has a number of procedures in place to authenticate information requests prior to release of information. All requests for release of information must come from an identified customer account. The request must be made by the current account holder with CCE. CCE may attempt to contact the customer by phone to confirm the origin of the request and the identity of the customer.

When you set up an account with CCE, you are agreeing to provide certain information voluntarily. This includes name(s), address(s), email, phone and utility usage data. You may also

choose to provide bank account information for the purpose of Pre-Authorized Debit (PAD) payment.

Customer information is only shared with the appropriate legal entities including respective Board of Directors, Property Management, development owners and their legal representatives as well as CCE legal representation. CCE does not share personal information with any other third-party organization. Customer banking information is not shared.

All information, including digital and hardcopy is safeguarded with the highest-level protection. All physical documents are scanned and saved digitally to customer accounts then destroyed. Payment cheques are secured and retained for 6 years before they are destroyed. Customer banking information is destroyed or removed from documents after successful entry into the system for processing PAD payments. Once entered, banking information becomes encrypted so that it is not accessible.

Requests for customer utility references will be provided upon written customer request and will be provided to the address or email address requested by the customer. CCE will make every attempt to provide this information in a timely manner.

Requests for customer historical utility data may be made by customers will be accommodated by CCE but may be time consuming to extract and may be subject to additional customers fees for this service. Customers have access to data electronically and through their online profile but additional data mining is available and can be provided by CCE at the request of a customer. The data will be provided to a verified customer in an Excel format and raw data will be provided only.

Any requests made by a unit owner for tenant data will be granted as the owner is ultimately responsible for any debts, including unpaid utility bills associated with the property. The tenants account number will not be shared to the owner to restrict login access to the tenants account.

14.0 CUSTOMER HARASSMENT & VIOLENCE POLICY

Harassment and violence will not be tolerated from any customer. Harassment includes, but is not limited to: engaging in a course of vexatious comment or conduct against a CCE staff, that is known or ought reasonably to be known to be unwelcome; offensive comments or jokes; bullying or aggressive behaviour; sexual harassment; belittling comments; repeated unwarranted communication; or discrimination.

At the discretion of CCE, customer accounts may be closed due to inappropriate behaviour including harassment and / or violence.

CCE has the right to restrict communication and select the methods in which communication is undertaken. If deemed necessary, CCE may issue a Cease and Desist order.

APPENDIX A – DEFINITIONS

“Acceptable Standards” means the following:

1. With respect to any equipment, device, apparatus or system: in accordance with the standards specified by its manufacturer(s)/supplier(s) and/or CCE and in compliance with all Applicable Laws (including, without limitation, the standards, if any, specified by the Canadian Standards Association) to ensure efficient, proper and safe operation;
2. With respect to any structural or other non-operating element, part or component: good repair, having regard to the standards of a prudent owner.

“Affiliate” has the meaning ascribed thereto in the Canada Business Corporations Act, as amended from time to time and any successor legislation thereto, if the words “body corporate” therein were changed to “Person”.

“Applicable Laws” means in respect of any Person, property, transactions, event or course of conduct, all applicable laws, statutes, rules, by-laws, treaties, regulations, codes, ordinances, regulatory policies and all applicable official directives, orders, judgments and decrees of or similar requirement made or issued by a Governmental Authority having the force of law (i) applicable to or binding upon such Person, property, transaction, event or course of conduct or (ii) to which that Person or any of its property is subject.

“Business Day” means a day that is not a Saturday, Sunday or statutory holiday in the Province of Ontario.

“Canadian Standards Association” means the association serving business, industry, government and consumers in Canada which prescribes standards for various industries.

“CCE” means Clean Cut Energy Corp. and its successors and assigns.

“CCE Customer Charges” means the charges and fees set forth in Schedule "B", which are current as of the date specified in Schedule "B", as amended from time to time, as well as the fees provided for in the Conditions of Service.

“CCE Information Materials” means information materials prepared by CCE (and updated periodically, as required) which describe the services of CCE as the electricity and water sub-metering services provider for the Condominium and includes the Customer Services Agreement.

"CCE Investment" has the meaning ascribed thereto in section 3.1.8.

"Commencement Date" shall be the later of the date of the first occupancy of a Unit and the date on which the post-installation obligations of the parties are completed.

"Conditions of Service" means CCE's Conditions of Service, which are subject to change from time to time, and a current version of which can be found on CCE's website. The conditions of service document is developed by a Submetering Service provider in accordance with the Ontario Energy Board requirements that describes the operating practices and connection rules for the Service provider.

"Connection" means the process of installing and activating connection assets in order to distribute electricity, water, natural gas and/or Thermal Energy to a Customer;

"Consumer" means a person who uses or consumes electricity, water, natural gas and/or Thermal Energy by an outside supplier;

"Contract" shall mean an agreement between the Submetering Service Provider and the Customer for the supply of Utilities (electricity, water, natural gas or thermal energy) that the Distributor will provide. The supply and consumption of utility services shall be construed as acceptance of such contract;

"Customer" means a person that has contracted for or intends to contract for connection of a building. This includes unit owners and/or tenants of residential or commercial development (owner/developer);

"Customer Services Agreement" means the customer services agreement to be executed by each Unit Owner and/or Occupant, the current form of which is made available at the time of project commencement and shall be subject to change from time to time.

"Defaulting Party" means a party which has committed an Event of Default.

"Disconnection" means a deactivation of connection assets, which results in cessation of distribution services to a consumer;

"Electricity Act" means the Electricity Act, 1998, S.O 1998, c.15, Schedule A;

"Electrical Safety Authority (ESA)" means the person or body designated under the Electricity Act, 1998 regulations as the Electrical Safety Authority;

"Eligible Low-income Consumer" means:

A residential electricity consumer who has been qualified for Emergency Financial Assistance by a qualified government or non-profit organization. It is the responsibility of the Customer to provide documentation verifying low income eligibility

“Emergency Financial Assistance” is any Board-approved emergency financial assistance program made available by a distributor to eligible low-income residential Customers.

“Equipment Spaces” means the space within the Units which contain the Electricity and Water Meters.

“Event of Default” means an event described in section 9.1.

“Governmental Authority” means the government of Canada, any province, territory or other political subdivision thereof and any Person exercising any executive, regulatory, judicial or administrative authority thereof.

“Insolvency” means, in respect of any Person, one or more of the following events:

1. the Person shall admit in writing its inability to pay its debts generally as they become due, or shall make a general assignment for the benefit of creditors, or otherwise acknowledges in writing its insolvency;
2. a receiver shall be appointed for the Person or any substantial part of its property;
3. any proceeding shall be instituted by the Person seeking to adjudicate it a bankrupt or insolvent, or seeking liquidation, winding-up, reorganization, arrangement, adjustment, protection, relief or composition of the Person or the Person’s debts under any law relating to bankruptcy, insolvency reorganization or relief of debtors, or seeking the entry of an order for relief by the appointment of a receiver, trustee, custodian or other similar official for the Person;
4. any proceeding shall be instituted against the Person seeking to adjudicate it a bankrupt or insolvent, or seeking liquidation, winding-up, reorganization, arrangement, adjustment, protection, relief or composition of the Person or the Person’s debts under any law relating to bankruptcy, insolvency reorganization or relief of debtors, or seeking the entry of an order for relief by the appointment of a receiver, trustee, custodian or other similar official for it, any substantial part of its property or (in the case of the Owner) the Condominium, where any such proceeding has not been stayed or dismissed within sixty (60) days of the commencement of such proceeding; or
5. the Person takes any action to authorize any of the actions described in sections 1 to 4 above.

“Market Rules” means the rules made under section 32 of the Electricity Act.

“Measurement Canada” means the Special Operating Agency established in August 1996 by the Electricity and Gas Inspection Act, 1980 81 82 83, c. 87, and Electricity and Gas Inspection

Regulations (SOR/86 131). The purpose of the Agency is to ensure the integrity and accuracy of measurement in Canada and has jurisdiction over the accuracy of electricity, water and/or natural gas meters.

“Mechanical System” means the system for distributing Electricity, Water Natural Gas and Thermal Energy within the Condominium that comprises all piping, valves, meters (excluding, for greater certainty, the Electricity, Water, Natural Gas and Thermal Energy Submeters), equipment, devices and other appurtenances necessary to provide utilities to and throughout the Condominium.

“Non Defaulting Party” means a party that is not a Defaulting Party

“OEB” is the Ontario Energy Board or any successor organization that governs the operation of electricity distribution in the province of Ontario

“Occupant” means the occupant of a Unit, including, for greater certainty, a tenant of a Unit, and **“Occupants”** means more than one Occupant or all Occupants, as the context so requires.

“Occupational Health and Safety Act” means the Occupational Health and Safety Act, R.S.O. 1990, c. O.1, as amended or re-enacted from time to time and the regulations made thereunder.

“Owner” shall mean the person or company owning the property on which the submetering system is operating;


“Person” means an individual, partnership, corporation, government or any department or agency thereof, a trustee, any unincorporated organization and the heirs, executors, administrators or other legal representatives of an individual.

“Personal Information Protection and Electronic Documents Act” means the Personal Information Protection and Electronic Documents Act, S.C. 2000, c. 5, as amended or re-enacted from time to time and the regulations made thereunder.

“Rate” means any financial rate, charge or other consideration, including a penalty for late payment;

“Regulations” means the regulations made under the Electricity Act of the Ontario Energy Board Act.

APPENDIX B – CUSTOMER SERVICES AGREEMENT

	CUSTOMER SERVICES AGREEMENT Please complete and return all pages to Clean Cut Energy at info@cleancutenergy.ca or fax to 226-780-0284
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CUSTOMER INFORMATION (PLEASE PRINT)		Customer Status*:		Occupancy Date*:	
		<input type="checkbox"/> Owner	<input type="checkbox"/> Tenant		
Service Address*: (Number, Street Name, Unit Number)		City*:	Postal Code*:	Electrical Vehicle Parking Unit No.	
Primary Account Holder:	First Name*:	Middle Name*:	Last Name*:		
Primary Phone*:	Secondary Phone:		Email:		
Mailing Address*: (Number, Street Name, Unit Number)		City*:	Postal Code*:		
Secondary Account Holder:	First Name*:	Middle Name*:	Last Name*:		
Primary Phone*:	Secondary Phone:		Email:		
PAPERLESS E-BILLING REGISTRATION					
<input type="checkbox"/> Yes, please register me for Paperless E-Billing Now. (If the box is left unchecked, your monthly bills will be sent by mail.)		Please confirm your preferred email address for e-bill alerts:			

Clean Cut Energy Corp. ("CCE") has been retained by the developer, the owner, the condominium corporation and/or the authorized agent, as applicable (the "Owner/Condominium"), of the premises in which the above-noted Service Address is located (the "Premises") to supply the Services (as defined below) including meter reading, billing and collection services. The terms and conditions set out in this agreement comprise the legally binding agreement between the individual(s) named as Primary Account Holder and Secondary Account Holder (if any) ("Customer") and CCE governing the Customer's use of the Services (as defined below). In consideration of CCE providing the Services, and for other good and valuable consideration, the receipt of which is acknowledged by the Customer, the Customer acknowledges and agrees as follows:

1. The Customer confirms that they are the purchaser/owner, occupant and/or tenant of the Service Address noted above (the "Unit"), located in the Premises.
2. The Customer acknowledges that CCE will provide the following services (the "Services") to the Unit for the term contracted with the Owner/Corporation:
 - a. CCE shall measure and record actual electricity, hot water, cold water and/or thermal energy use for the Unit, as per its contract with the Owner/Corporation (such contracted utilities referred to as the "Metered Utilities");
 - b. CCE shall ensure the subject sub-metering system is operating properly.
 - c. CCE shall, monthly, prepare invoices showing the amount of Metered Utilities consumed at the Unit, as applicable, and the amount payable by the Customer for the Metered Utilities consumed and the Services;
 - d. CCE shall issue monthly invoices by mail or email. Unless otherwise specified by the Customer, CCE shall mail the monthly invoices to the Customer at the Service Address or the mailing address, in the event a mailing address is provided by the Customer; and
 - e. CCE shall provide customer service in respect of general inquiries and records retrieval. Specific services will be provided on a fee-for-service basis in accordance with CCE's Schedule of Charges for the Premises, available on request by contracting CCE.

3. The Customer consents to the provision of the Services and agrees to pay for the Services (the “**Service Fees**”) provided by CCE under this agreement as set forth in invoices delivered by CCE pursuant to this agreement and in accordance with CCE’s agreement with the Owner/Corporation being in accordance with CCE’s Schedule of Charges for the Premises (the “**Schedule of Charges**”), available on request by contacting CCE. Such Service Fees are subject to change from time to time.
4. The Customer understands that the charges for Metered Utilities will be based on measurements by the sub-metering system for the Unit (which, all or a portion of such consumption charges are being collected by CCE on behalf of the Owner/Corporation).
5. The Customer agrees to pay the Service Fees and all costs and expenses relating to the supply of the Metered Utilities to the Unit as of the effective date (which is the earlier of the interim occupancy date, closing date, or occupancy date, as applicable in respect of the Unit). In the event that the Customer does not have an account with CCE, the Customer agrees to contact CCE by telephone at 226-780-0284, email billing@cleancutenergy.ca or complete online request form made available at www.cleancutenergy.ca to set-up an account on or before such effective date.
6. In the event the Customer rents/sublets the Unit to a third party and the costs and expenses relating to the supply of Metered Utilities are not included in the rent, the Customer will arrange for such third party to enter into a Customer Services Agreement with CCE prior to such third party obtaining occupancy of the Unit and to pay for the cost of Metered Utilities supplied to such Unit and the Service Fees for the term of such lease/occupancy. Such Customer Services Agreement entered into with such third party will not relieve the Customer of its obligations to pay the Service Fees and all costs and expenses relating to the supply of the Metered Utilities to the Unit for so long as it is an owner/tenant/occupant of the Unit. In the event the Customer sells the Unit to a third party, the Customer will arrange for such third party to enter into a Customer Services Agreement with CCE prior to such third party obtaining occupancy of the Unit and to pay for the cost of Metered Utilities supplied to such Unit and the Service Fees.
7. The Customer agrees that, where a tenant or other occupant of the Customer’s unit is responsible to pay any invoice delivered by CCE and fails to pay such invoice, CCE shall be entitled to pursue such collection remedies available to it, as necessary, including but not limited to the registering of a lien against the Customer’s unit in accordance with sections 85-86 of the *Condominium Act, 1998*, S.O. 1998, c. 19, as amended or re-enacted from time to time.
8. The Customer shall provide written notice to CCE of his/her intent to sell, rent, vacate and/or assign the Unit and of his/her forwarding address. This notice must be provided to CCE at least 3 days prior to the Customer vacating the Unit and must also specify the date upon which the Customer intends to vacate. Upon the Customer vacating the Unit, CCE will complete a final reading for billing purposes. The Customer will be mailed a final invoice within 60 days of the final reading and any deposit held by CCE to the credit of the Customer shall be applied toward payment of the invoice and any amount thereafter owing shall be paid forthwith by the Customer. Where there is a balance left to the credit of the Customer after payment of the invoice, the balance of the deposit shall be forwarded by CCE to the Customer minus any processing fees. Where the Customer fails to comply with this clause, the Customer’s obligation to pay CCE for the Services shall continue until CCE has made a final reading and the final invoice is paid.
9. The Customer acknowledges that CCE is not the owner of, nor is it responsible for the operation or condition of the electrical, gas, water and mechanical infrastructure at the Premises (other than the sub-metering system, if not owned by the Owner/Corporation) including, but not limited to, all wires, switches, valves, piping, regulators, outlets, electrical panels or fixtures; furthermore, CCE is not in any way in control of or responsible for the supply of Metered Utilities to the Premises and/or to the Unit.
10. The Customer shall not change or modify, or permit any other person to change or modify, any of the downstream piping or appliances from the sub-metering system unless it has provided CCE with at least 30 days’ prior written notice of such change or modification, including any applicable drawings, and should the Customer become aware of any such change or modification by any person, other than CCE and its affiliates and their respective officers, directors, trustees, employees

and agents, the Customer shall notify CCE forthwith of such change or modification. In the event that, in connection with any such actual or proposed changes or modifications, CCE determines that such change or modification affects the operation of its sub-metering system, the Customer shall be responsible for all costs and expenses, on a time and material basis, incurred by CCE to complete all related repairs or other work or improvements to such sub-metering system. Furthermore, any and all such changes shall only be undertaken in accordance with applicable laws.

11. In the event that if in response to a request by the Customer for an inspection of the meters in respect of the Unit, CCE determines, acting reasonably, that the meters did not require any maintenance or repair, the Customer agrees to pay for the cost of such inspection performed by CCE in the Unit. The Customer will not, directly or indirectly, interfere with the operation of, or remove, relocate, suspend, disconnect, alter, terminate or damage the sub-metering system and agrees to indemnify CCE in respect of any losses, costs, expenses or damages caused thereby.
12. The Customer agrees to provide CCE with access to the sub-metering system whenever reasonably required for purposes of inspection, maintenance, repair or removal of the sub-metering system and the provision of the Services and in connection herewith will authorize site personnel at the Premises to grant CCE access to the Unit.
13. Customer will pay each invoice issued by CCE in respect of the Metered Utilities together with the Service Fees on or before the due date and in the manner specified on each invoice and in accordance with the Schedule of Charges. Late payments will be subject to a late payment surcharge of 1.5% per month and the Customer will be responsible for any collection costs.
14. If the Customer fails to pay any charges due to CCE under this agreement, then CCE, after lawful demand and notice to the Customer, shall be entitled, in addition to any other remedies available to it at common law or pursuant to any statute, including the registering of a lien against the Customer's unit in accordance with sections 85-86 of the *Condominium Act, 1998*, S.O. 1998, c. 19, as amended or re-enacted from time to time, be entitled to disconnect, or limit the delivery of Metered Utilities to the Unit until such time as such charges are paid in full. CCE shall have no liability whatsoever for the consequences flowing from the disconnection of Metered Utilities due to the Customers failure to pay invoices or otherwise.
15. The unit owner hereby acknowledges and agrees that, where its unit is or may be rented by a tenant or otherwise occupied by a person other than the unit owner, CCE shall continue to have the right and ability to pursue any and all default procedures available to CCE, including but not limited to the placing of a lien against the relevant unit in accordance with sections 85-86 of the *Condominium Act, 1998*, S.O. 1998, c. 19, as amended or re-enacted from time to time.
16. CCE retains the right to require payment of a security deposit (which may be included in invoice(s) issued to the Customer) if the Customer does not satisfy the conditions for waiver of a security deposit pursuant to the Schedule of Charges. CCE may, at its own discretion, waive the requirement for a security deposit. The Customer agrees that if CCE incurs any fees to obtain a credit reference, such fees will be included In the Customer's invoice(s).
17. CCE shall not be in default of the performance of any of its obligations or covenants contained in this agreement during any period when CCE is prevented from such performance by reason of any condition or occurrence which is beyond the control of CCE and any period stipulated for the performance of any such obligation or covenant shall be extended accordingly.
18. CCE shall not be liable under any circumstances whatsoever for any loss of profits or revenues, business interruption loss, loss of contract or loss of goodwill, loss of data or for any direct, indirect, consequential, incidental or special damages, including but not limited to punitive or exemplary damages, whether any of the said liabilities, losses or damages arise in contract, tort or otherwise.

19. No director, officer, shareholder, employee, agent or other representative of CCE shall be liable at law to the Customer, an occupier of the Unit or a visitor to the Premises or Unit or any claim whatsoever arising out of or pertaining to the provision of the Services.
20. The Customer hereby consents to CCE providing consumption and payment information in respect of the Unit to the Owner/Corporation and/or the subject property manager, and otherwise as may be permitted by law.
21. The Customer consents to the collection, use, disclosure and maintenance of personal information and to receiving commercial electronic messages from CCE, its affiliates or authorized service providers in accordance with the terms of CCE's Privacy Policy which is available at www.cleancutenergy.ca. CCE agrees that any personal information provided by the Customer (or by the Owner/Corporation) shall be subject to applicable laws and CCE's Privacy Policy. The Customer agrees that CCE may undertake a credit reference check of the Customer and CCE agrees that the results thereof shall be handled by CCE in accordance with the Privacy Policy and applicable laws. The Customer may contact CCE's Privacy Officer to discuss any question or concerns related to CCE's Privacy Policy or how the Customer's information is being handled by contacting CCE's Privacy Officer by: email at info@cleancutenergy.ca telephone at 226-780-0284. or mail at:

Clean Cut Energy Corp.,
PO Box: 25008
17-370 Stone Road,
Guelph ON N1G 4T4
Attention: Privacy Officer

22. The Customer hereby consents to CCE, its affiliates, related parties and/or authorized service providers contacting him/her in respect of, and/or providing notice from time to time of, other services or wares that may be of interest to the Customer. The Customer may withdraw such consent on written notice. CCE may periodically provide the Customer with information concerning Metered Utilities cost savings and conservation measures to assist in reducing consumption and related costs.
23. This agreement may be terminated by CCE by giving the Customer notice thereof, in which case CCE may conduct a final reading on the termination date and render a final invoice in respect of the Services hereunder. Where such a final invoice is rendered the provisions of paragraph 5 hereof apply, with necessary modifications, to payment of the final invoice and the application of any deposit thereto.
24. Any notice required or permitted under this agreement may be given by CCE to the Customer by ordinary mail sent to the Premises (or the mailing address, in the event a mailing address is provided by the Customer), in which case the notice shall be deemed to have been received on the 3rd day following mailing. Where the Customer has selected paperless e-billing, CCE shall have the right to deliver notices required or permitted under this agreement electronically and such notice shall be deemed to have been received upon completion of such electronic transmission. The Customer shall give any notices to CCE by facsimile transmission to 226-780-0284 or ordinary mail (in which case the notice shall be deemed to have been received on the 3rd day following mailing) to Clean Cut Energy Corp., PO Box: 25008, 17-370 Stone Road, Guelph ON N1G 4T4.
25. If any provision of this agreement or the application thereof to any person or circumstance is held to be invalid or unenforceable, said provision shall be severed and the remainder of this agreement shall continue to remain in full force and effect subject to such modifications as may be necessary to carry out the provisions and intent hereof.
26. Everything contained in this agreement shall extend to and be binding upon the respective heirs, executors, administrators, successors and permitted assigns of each party hereto. CCE may assign any of its rights and obligations under this agreement and upon such assignment. CCE is released from any further obligations to the Customer under this agreement. The provisions hereof shall be read with all grammatical and gender changes necessary and any singular reference to the Customer shall be deemed to include all Customers to this agreement. All obligations of the Customer under this agreement shall be deemed joint and several obligations and provisions of this agreement relating to payment for Services

shall be binding on the Customer after the date the Customer vacates the Unit or terminates this agreement and shall remain binding until such time as all payments required to be made under this agreement have been paid.

27. This agreement constitutes the entire agreement between the parties, and the Customer acknowledges that there are no oral or written agreements, representations or undertakings whatsoever, and no subsequent or concurrent alteration or waiver whatsoever of the terms of this agreement shall be valid unless it be in writing and signed by the parties or their authorized representatives provided, however, the Customer acknowledges and agrees that CCE may at any time, and from time to time, amend, replace or otherwise change its Schedule of Charges without notice to the Customer except as may be required by applicable law.
28. The Customer hereby agrees to all terms and policies provided in the Conditions of Service Document made available to customers on the CCE website www.cleancutenergy.ca. The Customer accepts sole responsibility to review this document and contact CCE should they require further clarification or explanation of the information contained within. Provision of the Conditions of Service Document may be subject to change as it is a living document. The posted Conditions of Service document supersedes any previous document containing of conditions of services, oral or written by CCE as the of the effective date of its' posting for our customers. CCE will notify customers when updates are made to this document and will adhere to the two-month posting review period. It is sole responsibly of the customer to review and inform themselves of any updated information in the Conditions of Service.

CUSTOMER SIGNATURE

This agreement is dated as of	Day
the	
o	, 20
f	
X _____	
Primary Account Holder's Signature	
X _____	
Secondary Account Holder's Signature	

APPENDIX C – PRE-AUTHORIZED DEBIT FORM

Pre-Authorized Debit (PAD) Plan Agreement form

Please complete this form and return to Clean Cut Energy along with Bank Account Information

****Note: This form must be completed by the Payor (bank account holder)****

I/we authorize Clean Cut Energy Corp. (CCE) and the financial institution designated (or any other financial institution I/we may authorize at any time) to begin deductions as per my/our instructions for monthly regular recurring payments, for payment of all charges arising under my/our CCE account(s). Regular monthly payments for the full amount of services delivered will be debited to my/our specified account ten (10) days prior to the due date each billing month. CCE will provide a minimum of 10 days written notice of the amount of each regular debit.

This authority is to remain in effect until CCE has received written notification from me/us of its change or termination. This notification must be received at least 10 business days before the next debit is scheduled at the address provided below. I/we may obtain a sample cancellation form, or more information on my/our right to cancel a PAD Agreement at my/our financial institution or by visiting www.payments.ca. CCE may not assign this authorization, whether directly or indirectly, by operation of law, change of control or otherwise, without providing at least 10 days prior written notice to me/us.

I/we have certain recourse rights if any debit does not comply with this agreement. For example, I/we have the right to receive reimbursement for any PAD that is not authorized or is not consistent with this PAD Agreement. To obtain a form for a Reimbursement Claim, or for more information on my/our recourse rights, I/we may contact my/our financial institution or visit www.payments.ca.

Please provide a copy of a void cheque or PAD form from your bank along with this completed form to billing@cleancutenergy.ca or mail to: 17-370 Stone Road West, PO Box 25008, Guelph ON, N1G 4T4

****Note: If you have recently been issued a bill, the *deadline for adding PAD payment is the 15th day of the month in which the bill was issued*. If PAD is provided after the 15th, a manual payment is required through your bank. PAD will be added to the account for payment of future bills****

Please complete the below form (please print)

Date: _____

Payor

Name(s): _____

Address: _____

City/Town: _____ Province: _____ Postal _____

Code: _____

Phone Number: (Bus.) _____ (Res.) _____

Email: _____

CCE Account & Billing Address:

CCE Account Number or New Account Request

Number: _____

Address:

City/Town: _____ Province: _____ Postal Code: _____

Please confirm if you are making payment on an account which is not in your name (yes /no) _____

If yes, please provide account holder's name:

Authorized Signature(s):
