



YOUR ELECTRICITY SERVICE CONTRACT

Summary of the Conditions of Service



 **Hydro
Québec**

OUR COMMITMENT: TO SERVE YOU BETTER

This brochure summarizes the principal conditions of your electricity service contract. These conditions have been approved by the Régie de l'énergie (Québec's energy board).

Here you'll find information on the following topics:

- **The request for service**
- **Rights and obligations**
(both yours and Hydro-Québec's)
- **Metering and billing**
- **Service charges**
- **Terms of payment**
- **Electricity supply**

For more information or to obtain a copy of the *Conditions of Electricity Service*, please contact customer services at the number shown on your bill. You can also go to our Web site at www.hydroquebec.com.

You'll find a host of services designed to make your life easier in your Customer Space:

www.hydroquebec.com/customer-space.

ELECTRICITY SERVICE

REQUEST FOR SERVICE

Before you move, you must submit an application to Hydro-Québec for electricity service at your new location.

Contracts for domestic (residential) use

You can make the application orally or in writing.

You'll be asked to provide the following information:

- **The address to which the electricity will be delivered**
- **The name(s) and telephone number(s) of the contractholder(s)**
- **Your social insurance number (SIN)**
- **The date you want the service to start**

Other types of contracts or service to an installation rated more than 200 A

The application must generally be in writing.

In addition to the above information, you must provide the following:

- **The loads connected**
- **How the electricity will be used**
- **The power required**
- **Your Québec enterprise number (NEQ), if applicable**

You can also provide the following optional information:

- **Your e-mail address**
- **Another telephone number**

Hydro-Québec sends all new contractholders written confirmation of the details of the service contract for which they are responsible.

***Note:** Personal information is kept strictly confidential in accordance with the Act respecting Access to Documents Held by Public Bodies and the Protection of Personal Information (CQLR, chapter A-2.1). Only the contractholders or their duly authorized representatives have access to it.*

TERM OF CONTRACT AND TERMINATION

Contracts for domestic use

The initial term of the contract is at least one week. You may terminate the contract upon request by notifying us at least seven days in advance.

Other types of contracts

The initial term of contracts for non-domestic use is at least one year. You may terminate the contract upon request by notifying us in writing at least 30 days in advance.

YOUR RIGHTS AND OBLIGATIONS

RESPONSIBILITY FOR BILL PAYMENT

As the contractholder, you are responsible for paying the total amount of the electricity bills. If there are several contractholders for one account, each is jointly responsible for payment in full.

RESPONSIBILITY OF RENTAL PROPERTY OWNERS

If a tenant terminates the service contract, Hydro-Québec will contact the property owner, who must choose one of the following two options:

- 1. Assume responsibility for the contract for the premises in question. If the owner does not respond, Hydro-Québec selects this option by default.**

Note: In the case of contracts for non-domestic use, the owner is responsible for the annual term of the contract.

- 2. Request termination of electricity service. Any subsequent connection request will be subject to a charge for interrupting service or for establishing service, as the case may be.**

Note: A situation may arise in which electricity is being used at an address for which no contract exists. The occupant, tenant, administrator or owner of the premises or building is then responsible for the total amount of the electricity bills.

MOVING

If you move out, you remain responsible for paying for the electricity until you terminate your contract. It is therefore important to notify Hydro-Québec of your moving date as soon as possible—at least seven days before you move, in the case of a contract for domestic (residential) use. In the case of a contract for non-domestic use, you must provide 30 days' written notice. That way, you'll avoid paying for electricity you haven't used.

Your final bill is based on the last reading of the meter or on an estimate of your energy consumption and, if applicable, your power demand. If power demand is billed, the final bill is sent no later than 30 days after termination of the contract. In other cases, it is sent no later than 60 days after termination.

Note: When you move to new premises, remember to check the number on the meter. It should be the same as the number that appears on the confirmation of your service contract details and on your bill.

REQUEST FOR TERMINATION OF ELECTRICITY SERVICE

Only an owner has the right to have service disconnected. To do so, the owner must send a written request to Hydro-Québec. If service is reconnected, the owner will have to pay a charge for interrupting service or for establishing service, as the case may be.

The owner cannot have service disconnected at premises where the tenant is the contractholder.

BILLING

METER READINGS

Access to the electricity meter or metering equipment is a prerequisite for the delivery of electricity. Please consult Hydro-Québec before beginning any work that could block or impede access to the meter. The meter must be accessible between 8 a.m. and 9 p.m. every day, except Sundays and statutory holidays.

If you have a contract under which only energy consumption is billed, the meter will be read approximately every 120 days. If we are unable to take a meter reading, the bill will be based on your estimated consumption, then adjusted later to reflect the next meter reading.

For contracts under which both power demand and energy consumption are billed, Hydro-Québec reads the meter about every 30 days.

The meter must be accessible in order for your exact power demand and energy consumption to be reflected on your bill.

In most cases, the reading is taken remotely.

BILL

The electricity rate applied to your contract is based on the primary purpose for which the electricity is used (residential, business, farm, etc.).

The amount of your bill is based on the rate applicable to your contract and your last meter reading. If there is no meter reading, your bill is based on an estimate of your consumption.

Hydro-Québec will issue your bills at the following intervals:

- **About every 60 days, and at least every 90 days, if you have a contract under which only energy consumption is billed (this is the case for most residential customers)**
- **About every 30 days if you have a contract under which power demand is also billed**

If a billing period exceeds the specified time frame, you can pay your bill in two installments 21 days apart.

If you notice a mistake on your bill, please inform us right away. We will make any necessary adjustment in accordance with established procedures.

Note: You may not deduct an amount owed to you by Hydro-Québec from the amount payable on your bill.

SERVICE CHARGES

To be fair to all our customers, we charge fees for certain services.

Here are the most common ones:*

- **New file charge (new contractholder): \$50**
- **File administration charge (person who has held another contract within the past five years): \$20**
- **Charge for insufficient funds: \$10**
- **Charge for interrupting service: \$50**

Fees are also charged for connections, modifications to a service loop, and any other work done by Hydro-Québec at the contractholder's request. Before starting any work, contact us to inquire about potential costs.

* Fees in effect as stipulated in the *Electricity Rates*.

PAYMENT METHODS AND DUE DATE

Hydro-Québec must receive your payment within 21 days of the billing date. You can pay your bill by any of these methods:

- **By regular mail**
- **Through your financial institution (counter, ATM, online or telephone banking)**
- **By pre-authorized debits**
- **On the Hydro-Québec Web site**

If you do not pay the full amount of the bill by the due date or if your financial institution returns your cheque for insufficient funds, an administration charge will be applied to your account.

DEPOSIT AND PAYMENT GUARANTEE

Hydro-Québec may request a deposit or a payment guarantee as part of the conditions of a new contract. We may also request a deposit during the term of the contract under certain circumstances. The deposit amount corresponds to the highest estimated billing amount for two consecutive months.

If all bills have been paid on time and the contract is for domestic (residential) use, the deposit is refunded after 24 months.

For other types of contracts, the deposit is refunded after a maximum of 48 months.

Interest accrued on the deposit is paid annually.

EQUALIZED PAYMENTS PLAN

The Equalized Payments Plan (EPP) lets you spread your annual electricity costs over 12 months without any enrolment or service fees. Your monthly installment is based on an estimate of your consumption.

You can sign up for the EPP anytime. Because your consumption can vary from year to year, we review it annually and adjust your monthly installment if necessary.

We may terminate your participation in the EPP if you miss more than one payment. In that case, you will be required to pay the balance.

PAYMENT ARRANGEMENTS

If you can't pay your bill by the due date, please notify us without delay.

At your request, we will propose an arrangement allowing you to spread your payments over a longer period of time.

ELECTRICITY SUPPLY

EQUIPMENT

You must protect the Hydro-Québec equipment installed on your premises. You may not, for example, tamper with the meter or alter its operation. The meter is designed to ensure accurate measurement and recording of electricity consumption. Tampering with it or breaking its seal is strictly prohibited.

CONTINUITY OF SERVICE

Hydro-Québec does everything possible to ensure continuity of service. However, we cannot guarantee that there will be no service interruptions or fluctuations in voltage and frequency. Moreover, Hydro-Québec cannot be held liable for damage resulting from its electricity service or the delivery of electricity, or from failure to do so.

For more information:

www.hydroquebec.com/poweroutages

VOLTAGE FLUCTUATIONS

To ensure a reliable power supply, Hydro-Québec complies with Canadian standards for electricity service. As the contractholder, you are responsible for ensuring the protection of property and the safety of persons at the location where the electricity is being delivered.

Important: To safeguard your electrical equipment and appliances, connect them to a CSA- or ULC-approved power bar with surge protection or to an uninterruptible power supply. You must also make sure that your equipment does not cause disturbances on the distribution line.

For more information: www.hydroquebec.com/residential/customer-services

INTERRUPTIONS

Hydro-Québec can interrupt service in cases of emergency or electricity theft.

Service may also be interrupted for system maintenance or modifications, or to ensure public safety.

As much as possible, interruptions are scheduled for off-peak periods. We make every effort to inform you in advance by telephone or in writing.

INTERRUPTION FOR NONPAYMENT

If an electricity bill is past due and no payment arrangements have been made, Hydro-Québec has the right to interrupt service.

First, Hydro-Québec issues an overdue notice.

If the contractholder doesn't pay the amount owing or contact Hydro-Québec to make arrangements, then a notice of service interruption is issued telling the contractholder that electricity will be cut off in eight days.

There is a charge for interrupting service.

Hydro-Québec does not cut off service in winter at the primary residence of contractholders who rely on electricity for heating. If the service was cut off, it is restored for the winter months.

***Important:** If someone's life depends on an electrical device (such as a respirator), it is your responsibility to inform Hydro-Québec immediately.*

TO FILE A COMPLAINT

Hydro-Québec customers have access to a complaint procedure established by the Régie de l'énergie.

To file a complaint, first contact customer services at the phone number shown on your bill.

If the representative can't suggest a satisfactory solution, you may write to Hydro-Québec's complaints office.

For more information: www.hydroquebec.com/residential/customer-services

CONTACT US

www.hydroquebec.com

Billing and service

- Montréal area: 514 385-7252
- Elsewhere in Québec: 1 888 385-7252
or the number shown on your bill

Online services

- 1 888 858-7927

Outages and equipment failure (24 hours a day, 7 days a week)

- 1 800 790-2424

Note: In the event of a discrepancy between this document and the Conditions of Electricity Service, as established by the Régie de l'énergie, the latter shall always take precedence.

Hydro-Québec

Coordinated by Communications avec la clientèle
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Ce document est également publié en français.
This is a translation of the original French text.

