

## OAKVILLE HYDRO COLLECTION PRACTICES

Oakville Hydro bills are produced approximately ten business days after a meter reading. Bills are payable in full by the due date whether a bill is based on an actual reading or an estimate. Bills are delivered by courier to the Oakville Post Office the same day as rendered.

Seven calendar days following the due date if payment has not been received, a friendly reminder telephone call will be attempted to advise of an outstanding balance.

If the bill remains unpaid or payment arrangements have not been made with Oakville Hydro ten business days after the friendly reminder call, a collection letter will be hand delivered to the service location giving seven calendar days notice for disconnection of service for non payment.

The service may be disconnected at anytime during the year and not restored until satisfactory payment arrangements have been made, including costs of reconnection and payment of the appropriate security deposit if required. In compliance with the Distribution System Code, a copy of the Fire Safety Notice of the office of the Fire Marshall will be left at the service location if the service is disconnected. Discontinuation of service does not relieve the Customer of the liability for arrears. Oakville Hydro will not be liable for any damage to the Customer's premises resulting from such discontinuation of service.

Non-Sufficient Funds – If a cheque or Pre-Authorized Payment is returned non-sufficient funds, either a letter will be mailed or a telephone call made to advise the customer. If the payment is not covered or payment arrangements are not made to cover the outstanding balance, the account will fall into the normal collection routine as stated above.