

## CONSENT FORM for NEW SYNERGY NORTH CUSTOMERS

Synergy North is pleased to be your provider of electricity distribution services. To provide you with a reliable source of electricity, Synergy North needs to collect and use certain personal information about you. As of January 1, 2004, federal legislation protecting your privacy requires that Synergy North obtain your written consent to collect, use and disclose your personal information for identified purposes. We invite you to read this notice carefully to understand our policies and practices with respect to personal information.

The nature of personal information we collect may include:

- Information we receive from you such as your name, address, contact information and general financial, credit and reference information;
- Facts about your historical and current consumption of power;
- Information about your transactions with us, such as meter number, account number, account balances, payment history, and account activity;
- Identifying information, such as a driver's licence.

Synergy North uses the information we collect for the following purposes:

- To provide you with continuous electric service and to bill you for that service;
- To assist us in the collection of accounts;
- To respond to your inquiries about energy use and billing;
- To prevent fraud with respect to both you and our company;
- To meet legal and regulatory requirements.

Because of the structure of the electricity sector in Ontario, it may be necessary to share your billing and consumption information with third party billing and settlement agencies. For example, your billing and consumption information may be provided to a retailer with whom you have chosen to enter into a separate contract. Your information may also be shared or disclosed to other agencies or organizations as required by law or regulation.

We have developed and implemented a Corporate Privacy Policy/Code for maintaining the confidentiality and security of your personal information. At any time, you have the right to request access to your personal information which we have collected and to request amendments to personal information about you to ensure its accuracy and completeness. To make a request for access to personal information we may have collected, disclosed or used about you, or to request that your personal information be amended, please contact our **Chief Privacy Officer, Mr. Andrew Covello, Vice President, Human Resources & Safety**.

I have read and understood this statement of Synergy North regarding the collection, use and disclosure of my personal information, and I hereby consent to have Synergy North collect and use my personal information for the purposes stated above.

Dated : \_\_\_\_\_ Name (*please print*) : \_\_\_\_\_

Signed : \_\_\_\_\_

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**CUSTOMER IDENTIFICATION NUMBER:** \_\_\_\_\_

**AGREEMENT AND APPLICATION FOR THE SERVICE & SUPPLY OF ELECTRICAL ENERGY between SYNERGY NORTH ELECTRICITY DISTRIBUTION INC. – hereinafter known as SYNERGY NORTH and THE UNDERSIGNED – hereinafter known as the CONSUMER**

**Consumer's Full/Last Name:** \_\_\_\_\_  
*(please print)*

**First Name:** \_\_\_\_\_ **Middle Name:** \_\_\_\_\_  
*(print, if applicable)* *(print, if applicable)*

The Undersigned hereby requests Synergy North to supply Electrical Energy to the Consumer at the Service Location/Locations requested by the Consumer. This application will also include all rental equipment, owned by Synergy North, at the requested Location(s).

This application when signed by the consumer and Executed by the signature of a proper Officer of Synergy North shall be a contract between the Consumer and Synergy North. The Consumer and Synergy North agree to comply with the Terms of Agreement, which are available upon request, and agree that the said Terms of Agreement are part of this Contract.

The Consumer further agrees to pay Synergy North the applicable rates and charges as approved by the Ontario Energy Board.

**Witnessed:** \_\_\_\_\_ **Consumer:** \_\_\_\_\_

**Accepted and Signed for Synergy North:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**By:** \_\_\_\_\_ **Title/Position:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Date of Application:** \_\_\_\_\_