



Enercare Connections

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enercare.ca

Effective January 1, 2016, the Government of Ontario is removing the Debt Retirement Charge (DRC) from certain residential electricity consumers' bills. Bulk metered multi-unit residential buildings are also eligible for a DRC exemption of up to 1,500 kWh per month per eligible residential unit.

In order to receive the DRC exemption, clients with an eligible bulk metered multi-residential building must notify their local distribution company (LDC). For information about the DRC exemption, visit enercare.ca/RegulatoryChanges. To assist clients, **Enercare will be managing the submission process on the client's behalf; however, clients must fully complete the DRC Self Declaration form as Enercare is not authorized to sign the form.**

Submitting Your Form to Enercare

Enercare requests for completed DRC Self Declaration forms to be submitted by November 15, 2015 in order to allow adequate time for review by Enercare and submission to the LDC. Provided that properly completed and executed forms are submitted to the LDC in advance of January 1, 2016, bulk bills should reflect the DRC exemption effective January 1, 2016.

Email: client.care@enercare.ca
Subject: DRC Self Declaration Form

Mail: Enercare Connections
Attention: Client Care – DRC Self Declaration,
4000 Victoria Park Avenue, Toronto, ON M2H 3P4

Important Information

Forms that are submitted directly to the LDC, instead of to Enercare, cannot be tracked by Enercare. By submitting your form to us, DRC related billing discrepancies will be mitigated. Please notify us at client.care@enercare.ca if you have submitted a form directly to the LDC.

Have a question?

Contact your Client Manager or client.care@enercare.ca.



Debt Retirement Charge - Notice of Exemption

The Ontario government has announced the removal of the Debt Retirement Charge from the electricity bills of residential rate class customers after December 31, 2015. Non-residential rate class customers who have at least one eligible residential unit will also be exempt from paying the Debt Retirement Charge on up to 1,500 kilowatt hours (kWh) of monthly consumption multiplied by the number of residential units declared. **Eligible customers must notify Guelph Hydro in writing if they qualify for exemption.**

Step 1 – Does your account qualify?

As defined in Section 1(1) of Ontario Regulation 493/01 of the Electricity Act, 1998, an “eligible residential unit” means a unit that:

- (a) Is a self-contained set of rooms located in a building or structure
- (b) Contains kitchen and bathroom facilities that are intended for the use of the unit only, and
- (c) Is used or intended for use as a residential premises

You must meet all three eligibility criteria in order to qualify for the Debt Retirement Charge exemption. For further information, you can find Ontario Regulation 493/01 on the Ontario government’s e-laws website at www.e-laws.gov.on.ca.

Step 2 – Complete and submit this form

If you answered yes to all three eligibility criteria, please complete the information below. If you have more than one qualified account, you must complete a separate form for each account. **If there are units in your building or complex which are metered or billed separately from the account referenced, do not include them in the total number of units for this account.** This form is also found on our website at www.guelphhydro.com.

By completing the information below, I confirm that the account provides for electricity that is consumed in at least one eligible residential unit.

Account Number

Customer Name (as it appears on your bill)

Service Address

Number of residential units*

* If the notice does not specify the number of eligible residential units that are included in the account, the notice is deemed to have specified that one such unit is included in the account.

Step 3 – Read the Certification and Acknowledgements

Certification:

I hereby certify that the information contained in this notice is complete and accurate and that I will promptly notify Guelph Hydro if any of the information contained herein changes.

Acknowledgements:

I hereby acknowledge that it is an offence to make a false or deceptive statement in a document submitted under Part V.1 (Debt Retirement Charge) of the Electricity Act, 1998.

I hereby acknowledge that I shall promptly give a revised notice to Guelph Hydro if there is a change in the number of eligible units included in the account.

Step 4 – Sign the Form

The undersigned has authority to provide and certify the accuracy of the information on this form and any additional attachments.

Name of Applicant

Name & Title of Authorized Signatory

Signature

Date

Step 5 – Return the Form

Please return this completed form to:

By Mail Guelph Hydro Electric Systems Inc.
Billing Department
395 Southgate Drive, Guelph, ON N1G 4Y1

By Fax 519-822-0960

Or By Email cservice@guelphhydro.com

Completed forms must be received by Guelph Hydro prior to January 1, 2016 in order to receive the exemption effective January 1, 2016. The exception will not be applied retroactively for accounts registered after January 1, 2016. For specific guidelines refer to section 5.2(4) of Ontario Regulation 493/01.

All information submitted in this process will be used by Guelph Hydro in support of our obligations under the Electricity Act, 1998, and the Ontario Energy Board Act, 1998, applicable Ontario Energy Board Codes and Rules, associated policies, standards and procedures and Guelph Hydro's licence. Guelph Hydro will use the information collected on this form for billing and auditing purposes. This information will be retained by Guelph Hydro and may be subject to review by the Minister of Finance pursuant to the Ontario Energy Board Act, 1998. If you have any questions about this collection, or the ways in which your personal information may be used by Guelph Hydro, our Privacy Policy can be found online at www.guelphhydro.com. If you have any questions with regard to this process, please call our Customer Service Department at 519-822-3010.

Guelph Hydro Electric Systems Inc. is firmly committed to providing accessible, quality service to all customers and visitors. It is our goal to ensure that all members of the public receive the same level and quality of service, regardless of any barriers there may be. If you require this form in an alternate format, please contact our Customer Service Department by telephone at 519-822-3010, by email at cservice@guelphhydro.com, or visit www.guelphhydro.com and use our online chat function.

For Office Use Only:
