

disconnection, removal and return of the water heater.

- If you choose to have Direct Energy disconnect, remove or retrieve the rental water heater, in most cases there will be a \$75.00 charge for these services. (There is no charge if you are more than 32km (20 miles) from a Direct Energy return location or if we fail to retrieve your water heater within two weeks of your request or your water heater has been rented for 15 years or more.)
- Your rental (including your obligation to make rental payments for subsequent months) ends upon the return of the water heater in reasonable condition reflecting its age, normal use and local conditions. (If we fail to retrieve the water heater within two weeks of your request, we will not charge for subsequent months.)

Limitation on Liability

We are not liable for consequential, indirect or economic losses.

Entire Agreement

You understand that this Agreement contains all our commitments and promises in connection with your rental water heater

How to Contact Us

80 Allstate Parkway
Markham, Ontario L3R 6H3
Attention: "Rental Group"
1-800-266-3939

†† Useful life of the rental water heater ends when Direct Energy or its Authorized service provider deems the rental water heater cannot be reasonably repaired (for instance, when there is a terminal failure of the internal lining of the tank).

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SAMPLE