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September, 2014

PAYMENT PLAN OPTIONS

Innisfil Hydro Distribution Systems Limited is offering an **Equal Payment Plan (EPP)** again this year. If you are paying your total amount owing each month, based on your actual meter reading and do not wish to change, you will continue to do so and do not need to contact us.

FOR NEW EQUAL PAYMENT PLAN CUSTOMERS: If you wish to enrol in our equal payment plan, we have calculated the amount that you would pay for the next eleven months for your electric and water/wastewater services, if applicable, and have shown this amount on the message area of your enclosed bill. Your first payment would be on the due date of your next billing, or November 1st, 10th or 15th, depending on the option you may choose. To enrol, please complete the enclosed form and return it along with your void cheque to Innisfil Hydro no later than the due date of your enclosed bill. **Your account must be paid up in full to be eligible for the equal payment plan.**

PLEASE NOTE: EPP IS OFFERED BY PRE-AUTHORIZED PAYMENT THROUGH YOUR FINANCIAL INSTITUTION.

FOR CUSTOMERS ON THE EQUAL PAYMENT PLAN NOW: The enclosed bill is your reconciliation bill for the past year. If there is a credit of **\$25 or more**, you will receive a refund by **direct deposit to your bank account**. Any balance owing is due by the **due date shown**, and must be paid in order for you to remain on the equal payment plan for the coming year.

PRE-AUTHORIZED PAYMENT (PAP) CUSTOMERS CURRENTLY ON THE EQUAL PAYMENT PLAN, WHO HAVE A RECONCILIATION BALANCE OWING, WILL HAVE THIS AMOUNT WITHDRAWN FROM THEIR BANK ACCOUNT BY PRE-AUTHORIZED PAYMENT ON THE DUE DATE OF THE ENCLOSED BILL. THE AMOUNT THAT YOU WILL PAY ON THE EQUAL PAYMENT PLAN FOR THE COMING YEAR IS SHOWN ON THE MESSAGE AREA OF THE BILL ENCLOSED.

PLEASE NOTE: WE OFFER EPP BY PRE-AUTHORIZED PAYMENT (PAP). If you are currently enrolled in EPP and paying by PAP **your first payment at the new amount will be on your next billing due date, or November 1st, 10th or 15th, depending on which option you chose in the past.**

Also, please note, if you are an EPP customer and have your account final billed, we will withdraw the amount owing from your bank account by pre-authorized payment on the due date of the final bill.

PRE-AUTHORIZED PAYMENT (NOT ON EQUAL PAYMENT PLAN): Any customer may take advantage of this option **at any time** to pay the amount owing on your bill each month from actual meter readings. To do so, mark the appropriate choice, attach a void cheque, sign the enclosed form and return it to us.