

# Personal Pre-Authorized Payment (PAP) Agreement

## SERVICES FOR RESIDENTIAL CUSTOMERS



I/We authorize Toronto Hydro-Electric System Limited (Toronto Hydro), and the financial institution designated (or any other financial institution I/we may authorize at any time) to begin debits as per my/our instructions for regular variable recurring payments and/or one-time payments from time to time, for payment of all charges arising under my/our Toronto Hydro account. Toronto Hydro bill statements are issued monthly, and therefore, regular variable monthly payments for the full amount of services delivered will be debited to my/our specified account on the due date and in the amount indicated on the bill statement. Toronto Hydro will issue regular written monthly bill statements with a due date being 20 days after the bill statement creation date. Toronto Hydro will obtain my/our authorization for any other debits. I/We understand and acknowledge that where a pre-authorized debit has been returned for non-sufficient funds (NSF) or dishonoured in any way, Toronto Hydro may re-present a debit once more for the same amount as the original pre-authorized debit within 30 days following the return of the original pre-authorized debit. I/We agree to maintain balances sufficient to pay all bills, and agree that Toronto Hydro is not liable for any overdraft, insufficient funds, or charge caused by my/our failure to maintain funds sufficient to pay all debits presented by Toronto Hydro.

**I/We may change or revoke this authorization at any time, subject to providing advance notice to Toronto Hydro at least 30 days before the next debit is scheduled.** To obtain a sample cancellation form, or for more information on my/our right to cancel this Pre-authorized Payment Agreement, I/we may contact my/our financial institution or visit [www.payments.ca](http://www.payments.ca).

I/We have certain recourse rights if any debit does not comply with this agreement. For example, I/we have the right to receive reimbursement for any debit that is not authorized or is not consistent with this Pre-authorized Payment Agreement. To obtain more information on my/our recourse rights, I/we may contact my/our financial institution or visit [www.payments.ca](http://www.payments.ca).

Toronto Hydro may not assign this authorization, whether directly or indirectly, by operation of law, change of control or otherwise, without providing at least 10 days prior notice to me/us.

I/We understand and acknowledge that this agreement solely governs the method of payment for charges arising under my/our Toronto Hydro account. Cancellation of this agreement does not constitute cancellation of services by Toronto Hydro nor in any way affect my/our obligation to pay for any and all charges associated with my/our Toronto Hydro account.

### CUSTOMER INFORMATION please print

#### Customer Name:

Toronto Hydro Account Number:

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Service Address:

Postal Code:

Mailing Address (if different from Service Address):

Postal Code:

Home Phone Number:

Cell Phone Number:

Email Address:

### BANKING INFORMATION please print

Please include a VOID cheque with this application

Transit/Branch	Institution	Account Number

Financial Institution Name:

Branch Address:

Postal Code:

#### Bank Account Holder's Name:

Account Holder's Mailing Address (if different from Service Address):

Postal Code:

Bank Account Holder's Home Phone Number:

Cell Phone Number:

Email Address (if different from customer email address):

Void cheque attached:

Authorized Name:

Signature:

Date:

Authorized Name:

Signature:

Date:

#### FAX TO

416-542-3458

#### OR MAIL TO

Toronto Hydro  
500 Commissioners Street  
Toronto, Ontario M4M 3N7  
Attn: Remittance

#### CONTACT US

416-542-8000  
8:00 a.m. to 8:00 p.m.  
Monday to Friday

**Please note:** The use of your personal information by Toronto Hydro is subject to Toronto Hydro's Privacy Policy. The Privacy Policy can be viewed at [torontohydro.com](http://torontohydro.com) or you can request a copy of the Privacy Policy by calling Toronto Hydro's Customer Care department at 416-542-8000.