



Toronto Hydro Corporation
14 Carlton Street
Toronto, Ontario
M5B 1K5
www.torontohydro.com

September 25, 2017

[REDACTED]

Dear Customer,

Because you have not responded to our previous requests for payment of \$400.00 for the Smart Meter Deposit, our representatives called at your premises recently to collect the total amount due - \$495.00 - or turn off our service, as authorized by the Transportation Corporations Law.

Since we were unable to gain access to the meters, we are starting legal action for the removal of our equipment. If it is necessary to obtain a court order for a city bailiff to repossess our meters, there will be a fee of \$45. If the bailiff receives collection in full, a charge of \$115 will be assessed. If the bailiff physically removes the meter, there will be an additional charge of \$130, plus \$40 if a locksmith is required. If your service is turned off, there will be a charge to reconnect service after payment is made. This charge is \$45 for reconnection during regular business hours and \$80 after regular business hours. In addition all fees and charges are subject to applicable taxes.

If a bailiff is required to remove the Smart Meter from your premises, there is a 4 to 6 hours waiting period to install a regular meter in your location, after the full amount including fees and taxes has been paid in full.

You can prevent having your service turned off and avoid these extra charges and a 4 to 6 hours waiting period for a new meter, by prompt payment of the total amount due.

Please contact us immediately by calling our toll-free 'HYDRO DIRECT' number 1-855-465-5046 for information on ways to pay your Smart Meter Deposit.

Credit Operations and Disconnection Department.