Provident™
A CRICKET ENERGY COMPANY

To the residents of Sugar Wharf West Tower G,

We are excited to be a part of your beautiful new community and look forward to being your utility provider. Provident is a member of the Cricket Energy group of companies and has been providing energy services throughout the greater Toronto area for over 30 years. We take pride in providing exceptional customer service to our clients and look forward to providing **Electricity, Thermal Cooling, Thermal Heating, Hot Water and Cold Water metering Services** to you and your community.

As your occupancy date nears, it is important to make sure you have completed all necessary forms and agreements to ensure uninterrupted service to your new home.

Enclosed in this package you will find the following:

1. **Customer Service Agreement**
    - Please complete and send back this form prior to occupancy so as to guarantee suite connection. We encourage you to do this as soon as possible to allow proper processing time.

2. **Pre-Authorized Chequing Plan Form**
    - To sign up for automatic payment, please complete the enclosed form and provide a copy of a void cheque or direct deposit form and sent it to customerservice@pemi.com.

Provident will require a security deposit of $300.00 for each new utility customer. With consumption history, the deposit may be adjusted upward to no larger than 2.5X your average Provident bill. The deposit can only be reduced by half by signing up for a Pre-Authorized Chequing Plan, or by providing an up to date (within last 2 years) Canadian Utility Credit Reference Letter showing at least 12 months of Good Payment History.

Please be advised that all owners, even if they are going to lease out the unit, need to set up their Owner account. A one-time new Account set up fee of $ 50.00 will be included on your first bill.

Your initial bill will be from your occupancy date and you will receive an invoice each month thereafter. You will receive your 1st bill, 2-3 months from occupancy. Should you have any questions about your service set-up or wish to speak to one of our dedicated Customer Service Representatives, kindly call us at 416-736-0630 ext.2 or email our team at customerservice@pemi.com.

Sincerely,

Provident Energy Management Inc.



Ralph Simone

President