

April 7, 2016

Welcome to your new home!

Unit purchasers (and their solicitors) are encouraged to notify, in writing and/or by fax, this Corporation at its current mailing address (TSCC 2467 32 Trolley Crescent, Toronto, ON, M5A 0E8, Management Office) immediately following the completion of transfer of title and change of ownership to the Unit(s). Until and unless such notification is provided to the Corporation, its records shall remain in the name of the present owner as prescribed under c.19, s.47(2)-(6) of the Condominium Act, 1998 and the new Owner will not receive notices of any meetings and other written communication from the Corporation.

To ensure the highest standard of accuracy in the keeping of ownership records, in accordance with Section 47(2) of the *Condominium Act, 1998*, we require the purchaser's lawyer to provide us with a photocopy of Page 1 of the Transfer Deed detailing all units, parking and locker information as applicable.

There is also a "Resident Information Form" enclosed with this package that must be filled in by the new owner. If it is the intention of the owner to lease the unit (furnished or unfurnished) please ensure that the enclosed "Summary of Lease or Renewal" (Form 5) is completed and submitted or a copy of the lease will be accepted also. NOTE: failure to provide the above prior to the move or occupation of the suite could delay key access to the building (activation of keys), access to a service elevator or access to the website hosted by Building Link.

The new owner should complete and return to the Management Office or the Concierge Desk the enclosed Pre-Authorized Payment Plan form, by mail to TSCC 2467 c/o Brookfield Condominium Services Ltd., 32 Trolley Crescent, Toronto, ON, M5A 0E8, Management Office together with a void cheque as soon as possible. A regular cheque for the common expenses (maintenance fees) for the first month after closing should also be provided.

In order to update our records and register your information with the building we ask that you fill out the following forms. Once completed you will be provided with login information to be able to access our website hosted by Building Link.

O Owner/Resident Registration Form	O Enercare Package
O Summary of Lease or Renewal	O Parcel Waiver
O Pet Registration Form	O Enterphone Request Form
O Assistance In Emergency Form	O Preauthorized Payment Form

Please provide these forms to your tenant should you intend to lease your unit.



Residential Safety

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Fire/Carbon Monoxide Safety As a matter of personal safety:

Under the Ontario Fire Code, the "owner" is responsible for ensuring that SMOKE ALARMS are installed in the dwelling unit. The Ontario Fire Code requires that SMOKE ALARMS be maintained in operating condition at all times.

Many municipalities have enacted a by-law requiring the installation and maintenance of CARBON MONOXIDE DETECTORS by the "owner" under the authority of Section 102 of the Municipal Act R.S.O. 1990, c M.45. Please ensure that you comply with the local BY-LAW within your municipality, BY-LAW # 60-1998.

Monthly fire inspections will be performed on the fire safety equipment resulting in the alarm sounding intermittently. You may silence the alarm sound in your unit up to a maximum of 10 minutes by pressing the two metal contacts on your in suite silenceable device. Do not cover or alter the smoke alarm in your suite, this is dangerous and a fineable offence.

Enercare Connections / Submetered Utilities

The utilities in your unit are the responsibility of the owner/resident and these include: Water, Electricity (Energy), & Thermal Energy.

The owner and purchaser are responsible for contacting the provider to changer ownership detail. Any unpaid utilities are deemed to be in arrears and shall be collectable as common expenses against the purchaser. A deposit of \$350 must be maintained with the condominium corporation for the residential unit and is non-refundable. It is the responsibility of the respective parties to account for and/or adjust for this deposit during any transfer of ownership

Please ensure that if you are leasing out your unit that the Enercare Package has been provided to your tenant as they will become responsible for the utilities, unless otherwise stated in their lease agreement.

The building has been submetered and provided with equipment owned by Enercare Connections. The building documents have provided Enercare with easement rights in order to access their equipment for maintenance.

Please contact the Management Office if you have any further questions related to this matter.



Renovations to Suite

If there are plans to renovate the suite, the new resident must contact the management office. Renovations to plumbing, floor replacement, opening of walls or removal of walls must be reviewed by the Property Manager and in many cases approval / authorization must be obtained from the Board of Directors prior to commencing with the work. The Board of Directors encourage residents to renovate their suites when they wish however they want to help provide advice and guidelines (based on previous concerns and issues) to avoid any possible liability, additional costs or simply to ensure the material (example- soundproofing – underlay) used will meet general provisions required by the corporation.

- If the suite will be painted <u>do not paint</u> the fire speakers, heat sensors or smoke detectors. If they are painted or currently painted the (new) owner/resident will be responsible for the cost of replacement.
- Prior to any renovation the Board of Directors must provide approval and will determine if a renovation agreement will be required. This document is a guideline and meant to be a valuable tool to protect the owner and corporation.
- If you plan to renovate using an outside trade the Board of Directors recommend that the owner obtain a copy of the contractors insurance and to also ensure that the owner has adequate insurance coverage should an accident occur.
- Section 98 of the Condominium Act is included in the renovation package if applicable to your renovation. All costs associated with Section 98 will be the individual home owner's responsibility.

Possible Alerts to avoid Liability Concerns (this is just an alert and may not apply to this unit)

Bathtub and Shower Stalls- this is a general statement and may not apply to this unit. In suite bath/shower stalls should be inspected by the purchaser for any possible defects that may cause leaking below the suite. As per Schedule "C" "Boundaries of Units" of the Declaration, it is the owner's responsibility to repair and maintain the systems related to bathtub and shower stalls.

Toilet Gaskets. In suite toilet gaskets should be inspected by the purchaser for any possible defects that may cause leaking below the suite. As per Schedule "C" "Boundaries of the Units" of the Declaration, this is the owners' responsibility to repair and maintain.

Heat Pumps or Fan Coll Units. The unit(s) within the suite are not a corporation responsibility and require a minimum of one year service and a minimum filter change of twice per year. The fan attached to the fancoil units cannot be turned off and will always operate in order to provide circulation in the suite.



Filters may be purchased through the Management Office at a cost of \$5.00 per filter. Please make cheques payable to TSCC 2467. Once received the superintendent will access your suite to remove the old filter and replace it with a new one

OTHER IMPORTANT INFORMATION YOU SHOULD KNOW

Moving/ Deliveries. We recommend that any delivery or move be booked well in advance failure to book your elevator could result in a delay or in some cases the resident (previous or new) was not permitted to move until the next business day. Moving / Deliveries are to be made by using the level 2 garage door. On the day of your Moving / Delivery please meet with the concierge who will prepare the elevator and perform a pre and post inspection of the elevator and hallways.

You may reserve the elevator by visiting our website hosted by Building Link and providing the applicable deposit.

Amenity Space is located on the 3rd floor and is open daily from 5:00am-11:59pm. In this space you will find the Business Centre, Fitness Room, Change Rooms, Billiards/Lounge Space, Media Room, and Guest Suite. Reservations for some of the amenity spaces can be performed by filling out the forms and providing the fees. Availability may be viewed on our website on Building Link. WIFI is available for our residents, please contact the concierge or visit our website on Building Link to obtain the password.

Access to the heated pool is provided during the warm season and may be accessed through this space. A barbecue and lounge chairs are provided during the warm season for our residents to enjoy this space.

Guests must be accompanied by the resident at all times while in the amenity space or any of the common areas associated with the amenity space.

General Restrictions

Alcohol is strictly prohibited in the common areas of the building. These common areas include but are not limited to the amenity space Business Centre, Fitness Room, Change Rooms, Billiards/Lounge Space, Media Room and Pool.

Smoking is strictly prohibited in the common areas of the building. These common areas include but are not limited to the amenity space Business Centre, Fitness Room, Change Rooms, Billiards/Lounge Space, Media Room and Pool. Toronto Municipal Code Chapter 709 states "No Smoking within 9 metres of Building Entrance or Exit"



Window Coverings

There is a glass window/door and window covering restriction – The sunshades shall be covered by only white, off-white or grey blinds, draperies, or other window coverings which are visible from the exterior of the unit and placed a minimum of three (3) inches from any electrical heater or at least one (1) inch above any floor covering. Please refer to Article 4 section 4.1 (c).

Barbecues & Bicycles

Barbecues and bicycles are not permitted on any of the balconies. Barbecues and bicycles may not be transported through any of the common areas of the building leading to any of the suites. Bicycles may only be transported through P1 and placed into bicycle storage as provided under title or by lease agreement.

Pet Restrictions

There are pet restrictions set forth in the declaration and the rules governing the keeping of pets within the building(s) or ground(s). An excerpt from the declaration and/or the rules and the Corporation's policy in the enforcement of same is found in the declaration which accompanies this certificate. Unit purchasers are urged to review, in particular, these restrictions prior to taking occupancy (directly or by a tenant) of the unit. Please refer to Article 4 Section 4.2, (c) in the Declaration. "...In no event shall there be more than two pets in any Residential unit and no more than one dog..."

All pets will be licensed by the City of Toronto and registered with the building manager.

All pets will remain on a leash while on the common elements. Pet owners will clean up after their pets and use the waste receptacles provided on the exterior of the premises in front of the building entrances.

Remote Controls and Suite Keys FOB

All building access devices are straight purchase. We recommend avoiding any additional costs for access devises that the new owner obtain all sets from the previous owner. Once residents move out, all devices will be deprogrammed until the new residents move in. Non-residents and/or residents not registered with the management office will be denied programming of the access devices.

All suite locks are keyed to a Master key system. Please ensure all keys are passed on to the new owner and if the new owner chooses to rekey, it must be keyed to the Master please contact the management office to arrange the locksmith to have access.



There are a pre-set number of keys and remotes allotted to the suite. Missing or additional key fobs, mailbox keys, suite keys require a fee to purchase or for the re-keying of the locks. The cost for the purchase of new access fob is \$75.00 and the cost for a new garage remote is \$150.00.

Additional devices will not be provided to non-registered residents or guests. Unauthorized use of an access device will result in the device being deactivated.

Policies

The following Corporation policies have been adopted or will be adopted by the Board of Directors and are noted as follows, please contact Property Management for details:

- Renovation Policy
- Access Fob & Garage Remote Policy
- Guest Suite Policy
- Business Centre Policy
- Media Room Policy
- Private Personal Trainers Policy
- Service Elevator Policy
- Parcel & Waiver Policy
- Enterphone Request Policy
- Pet Policy
- Workplace Violence Policy
- AODA Policy
- Directors Code of Conduct

Should you have any questions or concerns please do not hesitate to call me at 647-347-0624

Yours very truly,

Aldis Gonzalez Property Manager Brookfield Condominium Services Ltd. TSCC 2467 River City Phase 2 (T) 647-347-0624 (F) 647-347-0628 (E) rivercity2@rogers.com

Enclosures



SCHEDULE 2

Owner & Tenant's Undertaking and Acknowledgement

Toronto Standard Condominium Corporation No. 2467

I/WE,, the	3
undersigned, as Owners(s) of Unit, Level, (the "Unit"), according	to
Toronto Standard Condominium Plan No. 2467, do hereby agree and undertak	ce on
behalf of myself/ourselves and any resident or occupants of the said unit that	
I/We shall comply with the provisions of the Condominium Act, 1998, S.O. 1	998,
C.19 and the Regulations make thereunder, and all subsequent amendments	
thereto, and also the Declaration, By-Laws and Rules of the said Toronto Stan	Idard
Condominium Corporation No. 2467 (the "Corporation").	

I/WE,

, the undersigned, as Tenant(s) of Unit , Level , (the "Unit"), according to Toronto Standard Condominium Plan No. 2467, do hereby agree and undertake on behalf of myself/ourselves and any resident or occupants of the said unit that I/We shall comply with the provisions of the Condominium Act, 1998, S.O. 1998, C.19 and the Regulations make thereunder, and all subsequent amendments thereto, and also the Declaration, By-Laws and Rules of the said Toronto Standard Condominium Corporation No. 2467 (the "Corporation").

I/We acknowledge that I am /we are subject to the provisions contained in the said Act, Declaration, By-Laws and Rules of the said Corporation.

I/We further acknowledge receipt of the Declaration, By-Laws and Rules of the said Corporation.

I/We intend to occupy the Unit with the persons named above as our principal residence for the



stated term of the Lease accompanying this Information Form and for no other purpose and I/we further acknowledge and agree that only those persons named herein will be entitled to reside in the Unit, subject always to my/our right to have guests and visitors from time to time in accordance with the Rules.

I/We further acknowledge that the Unit is restricted to a maximum of four persons.

I/We further acknowledge and understand that in the event that I/we or any occupant residing in the Unit contravenes the provisions of the Declaration, By-Laws and Rules of the Corporation, my/our tenancy may be terminated in accordance with the provisions of the *Condominium Act*, 1998.

I/We further acknowledge that occupancy within the Unit is restricted to a maximum of ONE (1) pet dog as found in Article 4.2 (c) of TSCC 2467 Declaration which states, "In no event shall there be more than two pets in any **Residential unit and no more than one dog...**"

I/We understand that the Board of Directors has a fiduciary obligation to legally enforce this restriction within the Declaration of TSCC 2467.

DATED at ______ this _____ day of _____, 201_.

Owner's Signature

Owner's Signature

Tenant's Signature

Tenant's Signature



OWNER/RESIDENT REGISTRATION FORM

SUITE NO:		OCCUPANCY DAT	<i>E</i> :
REGISTERED SUITE OWNER(S):			
FIRST NAME:	<i>L</i>	AST NAME:	
PHONE NO. 'S: (H)	(B)		
E MAIL ADDRESS:			
FIRST NAME:	L	AST NAME:	
PHONE NO. 'S: (H)	(B)		_(C)
E MAIL ADDRESS:			
OWNER'S OFFSITE ADDRESS: (**][applicable)		
Street & Number	Suite No. Ci	ty Province	Postal Code
<u>RESIDENT/TENANT INFORMAT</u> FIRST NAME:			Agreement if the Suite is tenanted
PHONE NO. 'S: (H)	(B)		_(C)
E MAIL ADDRESS:			
FIRST NAME:	LA	ST NAME:	
PHONE NO.'S: (H)	(B)		
E MAIL ADDRESS:			
A. LOCKER INFORMATIO	N: LOCKER NO:	LEVEL:	
B. PARKING INFORMATIO	DN:		
PARKING SPACE #:LEV	'EL: MAKE:	COLOR:	LIC.NO:
PARKING SPACE #:LEV	'EL: MAKE:	COLOR:	LIC.NO:
SPACE RENTED TO:		OR SPACE RENTED FR	ЮМ:
	(f applicable)		(If applicable)

C. SUITE ACCESS INFORMATION:

GARAGE REMOTE NO.: (1) FC#	TR#	/ (2) FC# TR#	
ACCESS FOB NO.: (1)	(2)	(3)	
D. DO YOU HAVE ANY PETS?] YES [] NO	NO. OF PETS (MAX 2):	
(**If you have pets, a Pet Registration	m Form must be completed of	and submitted with this form)	
E. DO YOU OWN A BICYCLE(S)?	[] YES [] NO	NO. OF BICYCLES:	
BICYCLE LOCKER INFORMAT	10N: SPACE NO	LEVEL:	1
BICYCLE DESCRIPTION(S):			
F. DOES ANYONE IN YOUR SUIT	REQUIRE ASSISTANCE	IN AN EMERGENCY? []	YES [] NO
NAME OF PERSON REQUIRING ASSISTAN	CE:		
TYPE OF DISABILITY/AILMENT:			12
FORWARDING ADDRESS:			
H. IN CASE OF EMERGENCY CON	TACT: (FAMILY/CLOSE	FRIEND OF RESIDENTS)	792.2.1
NAME:	RI	SLATIONSHIP:	
PHONE NO. 'S: (H)	(B)	(C)	
NAME:	RE	LATTONSHIP:	
PHONE NO. 'S: (H)	(B)	(C)	
	11 gðár ser 1100 1, amil 1911 ý -1 (191 g 1 -1 <mark>1</mark> 92 g 1 -1 191 - 1 191 - 1 191 - 1 191 - 1 19		
All information on this Form s Safety,	will remain strictly confide , Building Safety and Sect		uired for Fire
It is the Suite Owner(s) response Information <u>prior</u> to the Elevat changes, please notify Managem	ors being put on service fo		ir information
Please keep	us informed so that we	can keep you informed.	



PET REGISTRATION FORM

SUITE NO.

RESIDENT(S) NAME: _

DOGS AND CATS THAT	RE NOT LICENSED WITH THE CITY OF TORONTO ARE NOT ALLOWED ON THE PREMISES
	YES I NO TYPE: DOG DCAT OTHER: DESCRIBE: TSCC 2467 Declaration Section 4.2 (c) ere be more than two pets in any Residential Unit and no more than one dog.
NAME OF PET:	
BREED:	
SIZE & WEIGHT:	
COLOUR:	
AGE:	
LICENSE NO.:	
VETERINARIAN'S INFOR	IATION:
NAME:	
ADDRESS:	
TELEPHONE NO	

RIVER CITY PHASE 2 T.S.C.C 2467

SPECIAL ASSISTANCE INFORMATION FORM

Please Complete and Return this Form to Property Management as soon as possible.

NAME:______TELEPHONE:______ADDRESS:

UNIT/SUITE #:

As required in the condominium corporation's <u>Fire Safety Plan</u>, and in order to ensure the safety of all residents during any emergency in the Building or at this Site, we are asking for your cooperation.

If you have any person residing in your unit/suite who would require special assistance during evacuation or any emergency, please fill in the information on this form below. All information received is kept in strict confidence and used only by authorized persons in case of an emergency.

Brief description (i.e. difficulty walking, special breathing apparatus, bedridden, sprains/fractures, hearing/visually impaired). Please print.

Date Completed:

Resident Signature:

TSCC 2467 32 Trolley Crescent, Toronto, ON, M5A 0E8 647-347-0624, rivercity20 rogers.com

RIVER CITY PHASE 2 T.S.C.C 2467

ENTERPHONE REQUEST FORM

The Security Desk will only admit and announce to the resident (by phone) for permission to allow access to your visitor ONLY for visitors who require a parking pass. All others must use the enterphone system. If you are not home access will be refused unless the individual is listed on the Authorization to Enter Form.

To have your name added onto the system, please fill out the following and submit to the <u>Concierge Desk located at 51 Trolley Crescent</u>.

- It is optional to have your name displayed, and must be your last name followed by your first initial or name with a maximum of 15 characters (including spaces).
- Either a land line or cell phone numbers will work, however ONLY LOCAL AREA CODES can be used. NO LONG DISTANCE area codes are permitted.
- If you wish to not have a name appear on the enterphone, you MUST supply us with a phone number so that we can assign an enterphone code to you.

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SHITH J	or	S H I T H J O H N
JOEN SHITE & ROSE BLACK:		
S M I T H J R	or	S M I T H B L A C K
and the second		

DUE TO THE LIMITED AMOUNT OF SPACE ON THE SYSTEM, WE CAN ONLY ADD ONE (1) NAME LINE PER SUITE

PLEASE FILL IN THE FOLLOWING: Suite_____Name_____

Phone Number

(OPTIONAL): Name to appear on Entarphone. The system only allows 15 characters (including spaces) to be entered.

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		7 I I	
		1 1 1	

Nanagement/Concierge Use Only

Enterphone Code Assigned:

Set up by ____

Dated

TSCC 2467, 32 Trolley Crescent, Toronto, ON, M5A OE8,

RIVER CITY PHASE 2 T.S.C.C 2467

AUTHORIZATION WAIVER TO RECEIVE PARCELS, REGISTERED MAIL, COURIER MAIL

The following waiver <u>MUST</u> be signed by all individual occupant(s) of the suite.

As a service to residents of 32 Trolley Crescent, TSCC #2467 will accept delivery of <u>small</u> parcels, registered mail, and courier mail. You will appreciate that this is a service only and while all efforts will be made to hold such items in safekeeping, we cannot be held responsible for them. Unfortunately, security staff <u>cannot</u> accept cash under any circumstances, either for service or as incoming/outgoing mail. Perishable goods such as, but not limited to fruit, flowers, food stuffs and balloons cannot be accepted under any circumstances on behalf of the Residents. Due to its limited secured storage area the Corporation reserves the right to refuse to accept mail.

Parcels/envelopes larger than 1ft x 1 ft x 1ft will not be accepted.

I/we, occupants of Suite _____, 32 Trolley Crescent, Toronto, ON, M5A 0E8 hereby indemnify and save harmless TSCC # 2467, its staff, employees, directors, management, agents and the security contractor, from any loss, costs, damage, injury or liability which I/we may suffer by reason of the signing for and/or accepting of incoming and outgoing deliveries such as but not limited to registered mail, non-registered mail, couriers, and parcels regardless of contents but especially those containing cash, keys or valuable items on behalf of the residents of the above noted suite at the Concierge Desk of located at 51 Trolley Crescent, Toronto, ON.

Accepted mail will only be held for a period of seven (7) days from the date of receipt, which will then be returned to sender.

Please remember to notify Concierge/Management if you are away from the building longer than 48 hours so that these items will not be accepted on your behalf during that time.

ALL OCCUPANTS OF THE SUITE MUST SIGN TH	HIS WAIVER TO UTILIZ	E THIS SERVICE.
I/We the undersigned acknowledge that to the above stated waiver.	I have read, under	stood, and agree
SUITE	OWNER (S)	TENANT (S)
Please print name clearly		Signature
Please print name clearly		Signature
Please print name clearly		Signature
DATED at Toronto, Ontario this day of	. 20	

TSCC 2467-32 Trolley Crescent, Toronto, CN, N5A 0E8 647-347-0624, rivercity28rogers.com



SUMMARY OF LEASE OR RENEWAL (clause 83 (1) (b) of the Condominium Act, 1998)

TO: **TSCC 2467**

1. This is to notify you that:

[Strike out whichever is not applicable: a written or oral (strike out whichever is not applicable: lease, sublease, assignment of lease)

OR

a renewal of a written or oral (strike out whichever is not applicable: lease, sublease, assignment of lease)]

has been entered into for:

[For all condominium corporations except common elements condominium corporations: Unit(s) ____, Level(s) _____ (include any parking or storage units that have been leased)]

on the following terms:

Name of lessee(s) (or sublessee(s)): Telephone number:	
Fax number, if any:	
Commencement date:	

Termination date:

Option(s) to renew: ____

(set out details)

Rental payments:

(set out amount and when due)

Other information:

(at the option of the owner)



2. I (We) have provided the *(strike out whichever is not applicable: lessee(s), sublessee(s))* with a copy of the declaration, by-laws and rules of the condominium corporation.

3. I (We) acknowledge that, as required by subsection 83 (2) of the Condominium Act, 1998, I (we) will advise you in writing if the (strike out whichever is not applicable: lease, sublease, assignment of lease) is terminated.

Dated this _____ day of _____

(signature of owner(s))

(print name of owner(s))

(In the case of a corporation, affix corporate seal or add a statement that the persons signing have the authority to bind the corporation.)

(address)

(telephone number)

(fax number, if any)



Take Control of Your Utility Consumption

With the high cost of utilities being one of the factors to consider when purchasing a condominium, it is good to know that your developer has provided ways for you to control those costs. By partnering with EnerCare, the industry leader in sub-metering solutions for electricity, water and heating and cooling, your developer has the very best sub-metering solution for you and other unit owners.

In addition to lowering your monthly condo maintenance fees, individual unit sub-metering allows you to pay only for what you use – and nothing more.

The benefits of sub-metering:

- Paying only for what you use not subsidizing your neighbour's usage
- Ability to monitor your consumption to see how changing your usage can save you money and help the environment
- The resulting lower condo maintenance fees
 increase the resale value of your unit

The benefits of sub-metering with EnerCare:

- Peace of mind with our excellence in customer care and support
- Accuracy in meter readings high quality meters installed by licensed professionals
- Confidence in being a customer of Ontario's largest sub-meter provider, and subsidiary of EnerCare Inc., a publicly listed company on the Toronto Stock Exchange



Excellent Customer Care and Support

- Extended regular office hours: Monday – Friday – 8:00 AM to 6:00 PM (EST)
- 24/7 local call centre support for emergencies

MyEnerCare Online Customer Account

Our online customer account gives you access to useful information and allows you to:

- Monitor your consumption online
- Manage your account profile
- Check your account balance, review monthly bills and payment history
- Register for the convenience of paperless e-billing and pre-authorized payment

EnerCare.ca

Important Information for Residents

1. SECURITY DEPOSIT - Know your options

All customers are required to pay a security deposit. However, your security deposit will be waived if you do ONE of the following:

- Enroll in our Pre-authorized Payment Plan (PAP);
- Provide a letter from a licensed utility confirming recent good payment history with that utility for a period of 1 year;
- Have a good payment history with EnerCare for the last 12 consecutive months;
- Provide a recent credit score of 700 or better from Equifax or Transunion; or
- Request a waiver of the security deposit if you are an eligible low-income consumer and meet the applicable waiver conditions under the Unit Sub-Metering Code found at http://www.ontarioenergyboard.ca/oeb/_Documents/Regulatory/Unit_Sub- Metering_Code.pdf.

You are welcome to contact Customer Care at 1-866-449-4423 or Connections.Care@EnerCare.ca to discuss your options.

PLEASE NOTE: If applicable, your security deposit will be broken down into six (6) installments over your first six (6) bills.

Rest assured, your security deposit will be returned once you terminate your service with us or after one (1) year of good payment history.

Interest will accrue monthly on your security deposit. The accrued interest will be paid to you in accordance with our Conditions of Service*. The interest rate is calculated at the average over the period of the prime lending rate set by the Bank of Canada less 2%.

2. WHAT TO EXPECT ON YOUR FIRST BILL

Your first bill will include a one-time account setup fee, the first of six security deposit installments unless your security deposit has been waived and consumption charges for your first billing period.

3. BILL DELIVERY OPTIONS - You have access to convenient paperless e-billing OR paper bill You can choose to register for our paperless e-billing service. This service provides you with the convenience of:

- Email Alerts See your amount due and payment due date, instantly;
- Instant Online Access View current and past bills up to 18 months; and
- Reduced Clutter Eliminate paper waste and help the environment.

You can register for paperless e-billing online at MyEnerCare.ca. If you do not register for the paperless e-billing service, you will receive your paper bill in the mail.

4. PAYMENT OPTIONS

There are a number of quick and easy methods for you to choose when it comes to paying your bill:

- Pre-Authorized Payment (security deposit is waived);
- Bank (online, branch or telephone);
- Mail a cheque or money order; or
- Mastercard or American Express credit card via Paymentus (a convenience fee will be charged).

If you have any questions at all, please don't hesitate to contact Customer Care at 1-866-449- 4423 or Connections.Care@EnerCare.ca. Our regular Customer Care hours are Monday to Friday, 8:00 AM to 6:00 PM EST.

*Conditions of Service can be found at MyEnerCare.ca/legal/cos



Fields marked with an apterisk (*) are required

CUSTOMER SERVICES AGREEMENT

Please complete and return all pages of this Customer Services Agreement to Connections.Care@EnerCare.ca or fax to 1-416-649-1969 or 1-866-621-8882

CUSTOMER INFORMATION (PLEAS			Occupan	cy Date*;
Service Address": (Number, Street No	ime, Unit Number)	City-;	Postal Code":	Electrical Vehicle Parking Unit No.
Primary Account Holder: MS	Firal Neme*:	Middle Neme:	Last Name	•
Primary Phons*:	Secondary Phone:	Ém	ai:	
Identification": (Please Complete One)	Driver's License No.:	Data of Birth:		al Insurance No.
Mailing Address": (Number, Street Na	ims, Unit Number)	City.	Postal Code":	
Secondary Account Holder: Ms	First Name*:	Middle Name;	Last Nor	ne":
Primary Phone:	Secondary Phone:	Em	oli;	
Identification": (Please Compiele One)	Oriver's License No.:	Date of Birth:	Soci	el Insurance No.

Yes, please register me for Paperless E-Billing now. (If the box is left unchecked, your monthly bills will be sent by mail.

Please confirm your preferred email address for e-bill email alerts:

The terms and conditions set out in this agreement comprise the legally binding agreement between the Customer and EnerCare Connections Inc. ("EnerCare") governing the Customer's use of the Services (as defined below). Please read the following carefully as well as EnerCare's Conditions of Service, a copy of which is available at EnerCare.ca or can be obtained from an EnerCare representative. The Customer acknowledges and agrees as follows:

- The Customer is the purchaser/owner, occupant and/or lenant of the residential or commercial unit (the "Unit") and/or electrical vehicle parking unit (the "Parking Unit" and, logether with the Unit", the "Service Unit"), as applicable, located in the boilding at the above-noised Service Advines (the "Prentises").
- The Customer acknowledges that EnerCars will provide the following services (the "Services") to the Service Unit:
 - a) EnerCare shall measure and record actual electricity, gas, water and/or thermal energy, as applicable, use for the Service Unit, as applicable;
 - b) if EnerCare owns the sub-metaning system located at the Premises, EnerCare shall ensure such sub-metaning system is operating property;
 - c) EnerCare shall, monthly, prepare invoices showing the amount of electricity, gas, water and/or thermal energy, as applicable, consumed at the Service Unit, as applicable, and the amount payable by the Customer for the electricity, gas, water and/or bernal energy, as applicable, consumed and the Services.
 - d) EnerCare shall issue monthly invoices by mail, email or make monthly invoices available over the internet in accordance with EnerCare's Conditions of Service. Unless otherwise specified by the Customer, EnerCare shall mell the monthly invoices to the Customer at the Service Address or the mailing address, in the event a mailing address is provided by the Customer; and
 - e) Enercare shall provide customer service in respect of general inquiries and records reviewal. Specific services will be provided on a fee-for-service basis in accordance with EnerCare's Conditions of Bervice.

The Customer consents to the provision of the Services and agrees to pay for the Services (the "Service Fees") provided by EnerCara under this agreement as set forth in involces delivered by EnerCare pursuant to this agreement and in accordance with EnerCare's Conditions of Service.

- 3 The Customer schowledges that the developer, the owner, the condominium corporation and/or the authorized agent, as applicable, of the Premises in which the Service Unit is located has contracted with Energans for the provision of the Services, including meter making, billing and collection services
- 4. The Customer spress to pay the Service Fees and all costs and expanses relating to the supply of electricity, gas, water and/or thermat energy, as applicable, to the Service Unit as of the effective date (which is the earlier of the interim occupancy data, clocking data, occupancy data or conversion data, as applicables in respect of the Unit and/or the date when EnerCare has instituted the sub-metering system in respect of the Parking Unit, in the event that the Customer does not have an account with EnerCare, the

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Customer agrees to contact EnerCare by talephone at 1-866-449-4423 or complete an online form at EnerCare.co to set-up an account on or before the effective date.

- 5. In the event the Customer is the purchasenfowner of the Service Unit and such Service Unit is rented out by the Customer and the costs and expenses relating to the supply of electricity, gas, water and/or thermal are not included in the rent, the Customer will arrange for its tenant to enter into a Customer Services Agreement with EnerCans and pay for the cost of electricity, gas, water and/or thermal energy, as applicable, and the Services supplied to such Service Unit. In the event such Service Unit is ranked out by the Customer and its lensmit has agreed to pay for the Service Fees and the costs and expenses relating to the electricity, gas, water and/or thermal energy supplied to the Service Unit is ranked out by the Customer and its lensmit has agreed to pay for the Service Unit is ranked out by the Service Unit, from time to time.
- The Customer acknowledges and agrees that they shall be responsible in the event that the lenant fails to pay any amount owing to EnerCare relating to such Service Unit, from time to time.
- 7. The Customer acknowledges that EnerCare is not the owner of, nor is it responsible for the operation or condition of the electrical, gas, welter and mechanical infrashucture at the Premises (other than the sub-metering system, if owned by EnerCare) including, but not itrified to, all wires, awitches, velves, piping, regulators, outlets, electrical panels or fixtures; furthermore, EnerCare is not in any way in control of or responsible for the supply of electricity, gas, weater and/or thermal energy, as applicable, to the property on which the Premises is situated.
- 8. The Customer shall not change or modify, or permit any other person to change or modify, any of the downstream piping or appliances from the sub-metering system unless it has provided EnerCans with at least 30 days' prior written notice of such change or modification, including any applicable transings, and should he Customer become aware of any such change or modification by any person, other than EnerCane and its affistes and their respective officers, directors, trustees, employees and agents, the Gustomer shall notify EnerCare forthwith of such change or modification. In the event that, in connection with any such schuel to such changes or modification, in the event that, in connection with any such schuel or proposed changes or modifications, EnerCare determines that such change or modification effects the operation of its sub-metering system, the Gustomer shall be responsible for all costs and expenses, on a time and materials basis, incurred by EnerCare to complete all related repairs or other work or improvements to such sub-metering system.

9. In the event that EnerCare owns the sub-metering system, the Customer acknowledges that EnerCare owns the sub-metering system, including, but not limited to, the sub-meters relating to the Premises and to the Service Unit EnerCare is responsible for the maintenance and repair of such sub-metering system, but in the event that if in response to a request by the Customer for an inspection of the meters in respect of the Service Unit. EmerCare determines, acting reasonably, their are meters idd not

Sign on next page

require any maintenance or repair, the Customer agrees to pay for the cost of such inspection performed by EnerCam in the Service Unit, in accordance with EnerCam's Conditions of Service. The Customer will not, directly or Indirectly, Interfere with the operation of, or remove, relocate, suspend, disconnect, atter, lerminate or damage EnerCare's sub-metering system and agrees to Indomnity EnerCare in respect of any losses, costs, expenses or damages caused thereby.

- 10. The Customer agrees to provide EnerCare with access to the sub-metering system whenever reasonably required for purposes of inspection, maintenance, repair or removal of the sub-metering system and the provision of the Services and in connection therewith will authorize site personnel at the Premises to grant EnerCare access to the Service Unit.
- 11. The Customer serves that the charges for electricity, gas, water and/or thermal energy supplied to the Service Unit will comprise of electricity, gas, water and/or thermal energy consumption charges, as applicable, based on measurements by the submetaining system for the Service Unit (which, all or a portion of such consumption charges are being collected by Energare an behalf of the developer, condominium corporation and/or the owner, as applicable, of the Prankes in which the Service Unit is located). Service Pees and other charges which may be psystem from time to time is accordance with EnerGare's Conditions of Service. The Customer acknowledges and agrees that these charges are based on rales which may change from time to time.
- 12. The Customer agrees to pay on or before the due date the amounts owing under this agreement in the manner spectred on each invoice and in accordance will EnerCara's Conditions of Service. Late payments will be subject to a late payment surcharge of 1.5% per month and the Customer will be responsible for any collection costs.
- 13. If the Customer fails to pay electricity or electricity-related charges due to EnerCare under this agreement, then EnerCare, after lawle demand and notice to the Customer, shall be endied, in addition to any other remedies available to it at common law or putsuant to any statute, to disconnect, or limit the delivery of electricity, to the Service Unit un58 such lime as such electricity or electricity-related charges are paid in full.
- 14. The Customer agrees that because EnerCare will be billing the Customer only after services are provided, ExerCare is extending to the Customer a form of cradit during the time from provision of service to the time payment is made. As a result, the Customer agrees to be subject to the security deposit policy of EnerCare (which, with respect to electricity service, is consistent with Ontario Energy Board requirements), the terms of which can be found by asking any EnerCare requirements), the terms of which can be found by asking any EnerCare representative or reviewing EnerCare's Conditions of Service, and that a security deposit may be included in Involce(a) tasued to the Customer flow and a security deposit pursuant to EnerCare's Conditions of Service. EnerCare's Conditions of Service, any tes to chain a credit reference, such fees will be included in the Customer incus any less to obtain a credit reference, such fees will be included in the Customer's involce(b).
- 15. EnerCare shall not be in default of the performance of any of its obligations or covenants contained in this agreement during any period when EnerCare its prevanied from such performance by reason of a strike, lock-out, labour disuption, unavailability of makerials, by operation of law, bankrupticy or insolvency of contractors, fire, civil insurrection, flood, act of God, act of lerrorism or any other condition which is beyond the control of EnerCare and any period stipuleted for the performance of any such obligation, or coverant shall be extended accordingly. For greater certainty, financial inability shall not constitute a force majeure event.
- 16. The Customer acknowledges that EnerCate may issue a single invoice for the provision of Bervices. In the event the Customer makes a partiel payment of any such single invoice, EnerCate stell, in accordance with applicable laws, spply such partial payment towards amounts owing in mapped of electricity sub-maining any instructions provides final, and then, subject to applicable laws and notwithstanding any instructions provided in respect of the priority of applicable laws and notwithstanding any instructions provided in respect of the priority of applicable laws and notwithstanding any instructions provided in respect of the priority of applicable laws and notwithstanding any instructions provided in respect of water, gas or thermal energy sub-meilsting services.
- 17. EnerCara sisal not be table under any circumstances whatsoever for any loss of profits or revenues, business interuption loss, loss of contract or loss of goodwill or for any direct, indirect, consequential, incidental or speciel damages, including but not limited to purifies or exemplary damages, whether any of the said liabilities, losses or damages arise in contract, lart or otherwise.
- 18. No director, Intitise, officer, shareholder, employes, agent or other contractor of EnerCare shall be fishis at law to the Costomer, an occupier of the Service Unit or a visitor to the Premises or Service Unit for any claim for damages or other legal remedy which is based in any way on the consequences flowing from electricity disconnection due to the Customer's feiture to pay involces or otherwise.
- 19. If any provision of this agreement or the application thereof to any person or circumstance is held to be invalid or unenforceable, usid provision shall be several and the remainder of this agreement shall continue to remain in full force and effect subject to such modifications as may be necessary to carry out the provisions and infant hereof.
- 20. Everything contained in this synamment shall extend to and be binding upon the respective hairs, executors, estimistrators, successors and permitted assigns of each party harets. EnerGare may assign any of its hights and obligations under this agreement, and upon such assignment, EnerCare is released from any further obligations to the Customer under this agreement. The provisions hereof shall be read with at grammatical and genetic chardings necessary and any singular reference to the Customer shall be deemed to include all Customers to this agreement. All obligations of the Customer shall be deemed joint and several obligations and provisions of this agreement shall be deemed joint and several obligations and provisions of this agreement relating to payment for Services shall be binding on the Customer and arbait remain binding untils unch fime as all payments required to be made under this agreement hand buck the Service Unit or terminates this agreement and shall remain binding untils unch fime as all payments required to be made under this agreement there be an paid
- 21. Any notice required or permitted under this agreement may be given by EnerCere to the Customer by ordinary staff sant to the Premises (or the making address, in the event a mailing address is provided by the Customer), in which case the notice shall be deemed to have been received in accordance with applicable taws, if any. The Customer shall give any notices to EnerCere by factured a transmission to 416-649-1899 or ordinary mail (in which case the notice shall be deemed to have been received in accordance with applicable taws, it any. The Customer shall be deemed to have been received in accordance with applicable taws, it any. To customer shall be deemed to have been received in accordance with applicable taws, it any) to EnerCere Connections inc., P.O. Box 4638, Station "A" Toronto.

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ON M9W SC7, Atlantion: Customer Care.

- 22. The Customer hareby consents to EnerCare providing consumption and payment information in respect of the Service Unit to the landlord, property manager, developer, condominium corporation and/or the owner.
- Concentritum corporation snowr an enviror.
 23. The Customer shall provide writen notice to EnerCare, in accordance with the notice requirements set out in paragraph "20", of their intent to sell, rent, vecate and/or passing the Service Unit and of their forwarding address. This notice must be provided to EnerCare at least 50 days prior to the Customer vacating the Service Unit and of their forwarding address. This notice must be provided to EnerCare at least 50 days prior to the Customer vacating the Service Unit and or their forwarding address. This notice must be provided to EnerCare at least 50 days prior to the Customer vacating the Service Unit, EnerCare will complete a final reading for biling purposes. The Customer will be mailed a final involue within fitteen (15) days of the final neading and payment of the Involce and any ensure there are used in the customer shall be applied toward payment of the Involce and any ensure thereaft of the Customer shall be applied toward payment of the least to the careft of the Customer after payment of the Involce, the tames and the to the careft of the Customer after payment of the Involce, the hardness of the deposit shall be forward by EnerCare. Where the Customer fails to comply with this clause, the Customer's obligation to pay EnerCare for the Service is shall carding and the final Involce is paid.
- 24. This agreement may be terminated by EnerCare by giving the Customer notice theroof, in which case EnerCare may conduct a final reading on the termination date and render a final invoice in respect of the Services hereunder. Where such a final invoice is rendered the provisions of paragraph "22" apply, with necessary modifications, to payment of the final invoice and the application of any deposit thereto.
- This agreement may be terminated by the Customer only in accordance with paragraph "22" of this agreement.
- 26. The Customer hereby consents to EnerCare, its attitutes or authorized service providers contacting them in respect of, and/or providing notice from time to time of, other services or wares that may be of interest to the Customer. The Customer may, by giving EnerCare sizity (80) mays prior written notice, withdraw such consent. EnerCare may periodically provide the Customer with information concerning electricity, gas, water and/or thermal energy cost savings and consention measures to assist in reducing consumption and related custs.
- 27. This egreement, including EnerCara's Conditions of Service, constitutes the entime agreement between the parties, and the Customer acknowledges that there are no oral or whiten agreements, representations or undertakings whatsoever, and no subsequent or concurrent alteration or waiver whatsoever of the terms of his agreement shall be velid unless it be in writing and algored by the parties or their authorized representatives; provided, however, the Customer acknowledges and agrees that EnerCare may at any line, and from time to time, amend, replace or otherwise, change its Conditions of Service without notice to the Customer acceptes any be required by applicable law.
- by applicable law.
 28. The Customer consorts to the obtaction, use, disclosure and maintenance of parsonal information and to mooking commorcial electronic measages in accordance with the terms of EnerCare's Privacy Policy which is available at www.EnerCare.cs or can be obtained from any EnerCare representative. EnerCare's agrees that any personal information provided by the Customer (or by the developer, condominism corporation or owner, as applicable, of the Prenises in which the Service Unit is located) shall be subject to applicable laws and EnerCare's Privacy Policy. The Customer and EnerCare Review and EnerCare's Privacy Policy. The Customer and EnerCare Review and EnerCare's Privacy Policy and applicable laws. The Customer may contact EnerCare's Privacy Officer to discuss any questions or concerns mitiated to EnerCare's Privacy Officer to discuss any questions or concerns mitiated to EnerCare's Privacy Officer by ternal at privacy@enercare.cs, hiephone at 1-866-440-4423, fax at 416-643-1909, or mail at the customer to the Customer and the Customer and the customer and privacy@enercare.cs.

EnerGare Connections Inc. P.O. Box 4638, Station "A" Toronto, ON M&W 6C7 Altention: Privacy Officer

CUSTOMER SIGNATURE *

f		
	20	-
x		
Primary Account Holder's Signature		
X		



PRE-AUTHORIZED PAYMENT AGREEMENT

Please complete and return this form with a <u>void cheque</u> to EnerCare Connections Gustomer Care Centre by mail, fax or email.

Fields marked with an asterisk (*) are required.

The following pre-authorized payment agreement must be completed by the primary EnerCare Connections account holder.

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The information collected on this form is for the sole purpose of providing our customers with sub-metering services and for the collection of our customer accounts. For a copy of the Energiese Privacy Policy, see our website or contect Customer Care at 1-868-449-4423.

PAP-MAR 2015



MyEnerCare Online Portal

HOW TO SETUP YOUR ACCOUNT

- 1. Have your Account Number and Bill ID or Customer Verification Number (CVN) ready. This information is found at the top of your bill statement or in your Welcome Letter.
- 2. Visit MvEnerCore.ca and click on 'Create Your Online Account'
- 3. Enter the required information and click 'Create Account'

TIP: Don't forget to include your Secret Question so you can recover your username or password if needed

4. Enjoy the convenience of the MyEnerCare online portal

FORGOT YOUR USERNAME OR PASSWORD?

Reset your MyEnerCare account password by visiting MyEnerCare.ca and clicking 'Forgot your password?'.

Enter your email address and follow the prompts.

www.enercare.ca

MyEnerCare is a secure online portal available to all EnerCare Connection customers, including residents, property managers and building owners. With this portal, you can access:

- Summary of Your Account
- E-Billing Setup and Pre-authorized Payment Plan Setup Forms
- **Bill History**
- Your Usage History
- Account Rates and Charges
- **Energy Saving Tips**



Visit MyEnerCare.ca to setup your account Have a Question? Contact Customer Care at 1-866-449-4423

> EnerCare Connections

RIVER CITY PHASE II T.S.C.C 2467

PRE-AUTEORIZED PAYMENT PLAN AUTHORIZATION FOR CONDOMINIUM MONTELY COMMON CEREGES

RE:

OWNERS(S) NAME(S):

	OWNER	R(S) ADDRESS:			
т0:		TORONTO STANDARD CONDOMINIT (the "Payee")	M CORPORATION NO. 2467		
AND TO: Brookfield Condominium Services Ltd. (the "Payee's Agent")					
AND	TO:	Owner(s) Financial Institution Name of Financial Institution: Branch Address:	or Bank or Trust Company (the "Bank")		
		City, Province:			
		Branch Transit No.	Account No.		
1.	PAYEE' the Ba approv	S behalf to debit the above ac ank, in payment of the monthly red by the PAYEE from time to	the PAYEE and the Payee's Agent on the count at the above indicated branch of condominium common charges as may be time and attributed to the undersigned colley Crescent, Toronto, Ontario, M52		
2.	accou	nt, on the 1st day of each m	may be drawn on the wonth, beginning the month of		
3.	Tt is	acknowledged and agreed by	the undersigned that if there are		

- 3. It is acknowledged and agreed by the undersigned that if there are insufficient funds on deposit in the account at the time that the debit is made by or on behalf of the PAYEE, the insufficiency shall be deemed by the PAYEE to be non-payment of the common charges for the particular month. In addition, the undersigned acknowledges and agrees that if any service fees or charges are incurred because there are insufficient funds on deposit, such fees or charges shall be paid by the undersigned.
- 4. The Bank is not required to verify that any debits drawn by or on behalf of the PAYEE are in accordance with this Authorization or the agreement made between the undersigned and the PAYEE.
- 5. It is acknowledged that in order to cancel this Authorization the undersigned must provide 14 days prior written notice to the PAYEE in care of the Payee's Agent at: Brookfield Condominium Services Ltd., c/o Accounting Department, 111 Gordon Baker Road, Suite 700, Markham, ON, M2H 3R1. This authorization may be cancelled at any time and cancellation will be effective 14 days after such written notice of cancellation is actually received by the Payee's Agent.
- 6. The right is acknowledged by the undersigned, to full reimbursement of a pre-authorized debit made to the account by the Bank, if the right is exercised within 90 days after the item in dispute is posted to the account and any of the following conditions apply: (a) the PAYEE was never provided with an Authorization, (b) the debit was not drawn in accordance with the Authorization that was provided to the PAYEE, (c) the Authorization that was provided in writing, or (d) the debit was posted to the wrong account due to incorrect account information.
- 7. It is acknowledged by the undersigned that delivery of this Authorization to the PAYEE constitutes delivery by the undersigned to the Bank. It is warranted by the undersigned that all persons whose signatures are required to sign on the above account have signed this Authorization. Receipt is

32 Trolley Crescent, Toronto, ON, M5A 0E6, 3rd Floor Management Office (T) 647-347-0624 (F) 647-347-0628 (E) rivercity2@rogers.com

RIVER CITY PHASE II T.S.C.C 2467

acknowledged by the undersigned of a signed copy of this Authorization.

- 8. The undersigned will notify the PAYEE (in care of the Payee's Agent at the address set out above) promptly in writing if there is any change in the above account information or if this Authorization is to be terminated.
- 9. For verification purposes, please enclose one of your personal cheques marked "VOID". For an account, all depositors must sign if more than one signature is required on a cheque issued against the accountholder.

Owner's Owner's Date:	Signature Name :	:	
Owner's Owner's Date:	Signature Name :	:	

NOTE: For verification purposes, please enclosed one of your personal cheques marked "VOID". For an account, all depositors must sign if more than one signature is required on a cheque issued against the accountholder.

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