

# BURLINGTON HYDRO ELECTRIC INC.

1340 Brant Street, Burlington, Ontario, Canada L7R 3Z7  
Telephone (905) 332-1851 Fax (905) 336-4399

## NEW CUSTOMER CONSENT FORM

Burlington Hydro Electric Inc. and its affiliates (Burlington Hydro Inc. and Burlington Electricity Services Inc.) is pleased to be your provider of electricity and related services. To provide you with reliable service, we need to collect and use certain personal information about you. As of January 1, 2004 the federal legislation protecting your privacy requires that we obtain your written consent to collect, use and disclose your personal information for identified purposes. We invite you to read this notice carefully to understand our policies and practices with respect to personal information.

The nature of personal information we collect includes:

- Information we receive from you such as your name, address, phone number, general financial, credit and reference information;
- Facts about your historical and current consumption of power;
- Information about your transactions with us, such as meter number, account number, account balances, payment history, and account activity;
- Identifying information, such as a driver's license.

The information we collect is used for the following purposes:

- To provide you with continuous service and to bill you for that service;
- To assist us in the collection of accounts;
- To respond to your inquiries about service use and billing;
- To prevent fraud with respect to both you and our companies;
- To meet legal and regulatory requirements.

It may be necessary to share your billing and consumption information with third party agencies. For example, your billing and consumption information may be provided to an electricity retailer with whom you have chosen to enter into a separate contract. Your information may also be disclosed or shared with other agencies or organizations as required by law or regulation.

We have developed and implemented a corporate privacy policy for maintaining the confidentiality and security of your personal information. You have the right to request access to your personal information which we have collected and to request amendments to personal information about you to ensure its accuracy and completeness. To make a request for access to your personal information, please contact our Privacy Officer at [privacy@burlingtonhydro.com](mailto:privacy@burlingtonhydro.com), or by phone at 905-332-1851 ext 600.

---

I have read and understood this statement of Burlington Hydro Electric Inc. regarding the collection, use and disclosure of my personal information, and I hereby consent to have Burlington Hydro Electric Inc. collect and use my personal information for the purposes stated above.

Signed:

Dated:

\_\_\_\_\_

\_\_\_\_\_

Name (please print)

\_\_\_\_\_

Company name (where applicable):

\_\_\_\_\_

Account Number:

\_\_\_\_\_

Telephone Number:

\_\_\_\_\_