

## FORM OF CUSTOMER SERVICES AGREEMENT

Visit [www.alliancemetering.com](http://www.alliancemetering.com) to complete the Customer Services Agreement online

Alternatively, please sign and return **all pages** of this Customer Services Agreement to [customerservice@alliancemetering.com](mailto:customerservice@alliancemetering.com)

If you require assistance completing this form, please contact AMS customer support at 519-888-5593.

**Fields marked with an asterisk (\*) are required.**

<b>CUSTOMER INFORMATION (PLEASE PRINT)</b>		Customer Status: <input type="checkbox"/> Unit Owner <input type="checkbox"/> Tenant		Occupancy Date:	
Service Address: (Number, Street Name, Unit Number)		City:		Postal Code:	Electrical Vehicle Parking Unit No.
Primary Account Holder:	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Business	First Name:	Middle Name:	Last Name:	
Business Name:					
Primary Phone:		Secondary Phone:		Email:	
Identification:		Driver's License No.:	Date of Birth:		
Mailing Address: (Number, Street Name, Unit Number)			City:	Postal Code:	
Secondary Account Holder:	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms	First Name:	Middle Name:	Last Name:	
Primary Phone:		Secondary Phone:		Email:	
Identification:		Driver's License No.:	Date of Birth:		
Mailing Address: (Number, Street Name, Unit Number)			City:	Postal Code:	

The terms and conditions set out in this agreement comprise the legally binding agreement between the Customer and Alliance Metering Solutions Inc. ("AMS") governing the Customer's use of the Services (as defined below). Please read the following carefully as well as AMS's Conditions of Service, a copy of which is available at [www.alliancemetering.com](http://www.alliancemetering.com) or can be obtained from an AMS representative. The Customer acknowledges and agrees as follows:

### Service Unit

1. The Customer is the purchaser/owner, occupant and/or tenant of the residential or commercial unit (the "Unit") and/or electrical vehicle parking unit (the "Parking Unit") and, together with the Unit, the "Service Unit"), as applicable, located in the building at the above-noted Service Address (the "Premises").

### Services

2. The Customer acknowledges that AMS will provide the following services (the "Services") to the Service Unit:
  - a) AMS shall measure and record actual electricity, gas, water and/or thermal energy, as applicable, use for the Service Unit, as applicable;
  - b) If AMS owns the sub-metering system located at the Premises, AMS shall ensure such sub-metering system is operating properly;
  - c) AMS 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 thermal energy, as applicable, consumed and the Services;
  - d) AMS shall issue monthly invoices by mail, email or make monthly invoices available over the internet in accordance with AMS's Conditions of Service. Unless otherwise specified by the Customer, AMS shall mail 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) AMS shall provide customer service in respect of general inquiries and records retrieval. Specific services will be provided on a fee-for-service basis in accordance with AMS's Conditions of Service.

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

### Customer Acknowledgement

3. The Customer acknowledges that the developer, the owner, the condominium corporation and/or the authorized agent, as applicable, of the Premises in which the system, the Service Unit is located has contracted with AMS for the provision of the Services, including meter reading, billing and collection services.

### Payment of Service Fees

4. The Customer agrees to pay the Service Fees and all costs and expenses relating to the supply of electricity, gas, water and/or thermal energy, as applicable, to the Service Unit as of the effective date (which is the earlier of the interim occupancy date, closing date, occupancy date or conversion date, as applicable in respect of the Unit and/or the date when AMS has installed the sub-metering system in respect of the Parking Unit). In the event that the Customer does not have an account with AMS, the Customer agrees to contact AMS by telephone at 519-888-5593 or complete an online form at [www.alliancemetering.com](http://www.alliancemetering.com) to set-up an account on or before the effective date.

### Rented Service Unit

5. In the event the Customer is the purchaser/owner 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 AMS 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 rented out by the Customer and its tenant 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, from time to time, the Customer acknowledges and agrees that they shall be responsible in the event that the tenant fails to pay any amount owing to AMS relating to such Service Unit, from time to time.

### Responsibility For Energy Infrastructure

6. The Customer acknowledges that AMS is not the owner of, nor is it responsible for the operation or condition of the electrical, gas, water and mechanical infrastructure at the Premises (other than the sub-metering system, if owned by AMS) including, but not limited to, all wires, switches, valves, piping, regulators, outlets, electrical panels or fixtures; furthermore, AMS is not in any way in control of or responsible for the supply of electricity, gas, water and/or thermal energy, as applicable, to the property on which the Premises is situated.

### No Modification

7. 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 AMS with at least 60 days' prior written notice of such change or modification, including any applicable drawings, and should the Customer become aware of any such change or modification by any person, other than AMS and its affiliates and their respective officers, directors, trustees, employees and agents, the Customer shall notify AMS forthwith of such change or modification. In the event that, in connection with any such actual or proposed changes or modifications, AMS determines that such change or modification affects the operation of its sub-metering the Customer shall be responsible for all costs and expenses, on a time and materials basis, incurred by AMS to complete all related repairs or other work or improvements to such sub-metering system.

### Ownership of Sub-Metering System

8. In the event that AMS owns the sub-metering system, the Customer acknowledges that AMS owns the sub-metering system, including, but not limited to, the sub-meters relating to the Premises and to the Service Unit. AMS 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, AMS determines, acting reasonably, that the meters did not

require any maintenance or repair, the Customer agrees to pay for the cost of such inspection performed by AMS in the Service Unit, in accordance with AMS's Conditions of Service. The Customer will not, directly or indirectly, interfere with the operation of, or remove, relocate, suspend, disconnect, alter, terminate or damage AMS's sub-metering system and agrees to indemnify AMS in respect of any losses, costs, expenses or damages caused thereby.

### Access

9. The Customer agrees to provide AMS 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 AMS access to the Service Unit.

### Fees and Expenses

10. The Customer agrees 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 sub-metering system for the Service Unit (which, all or a portion of such consumption charges are being collected by AMS on behalf of the developer, condominium corporation and/or the owner, as applicable, of the Premises in which the Service Unit is located), installed Service Fees and other charges which may be payable from time to time in accordance with AMS's Conditions of Service. The Customer acknowledges and agrees that these charges are based on rates which may change from time to time.

### Method of Payment

11. The Customer agrees to pay on or before the due date the amounts owing under this agreement in the manner specified on each invoice and in accordance with AMS'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.

### Payment Default

12. If the Customer fails to pay electricity, gas, water and/or thermal usage or related charges due to AMS under this agreement, then AMS, after lawful demand and notice to the Customer, shall be entitled, in addition to any other remedies available to it at common law or pursuant to any statute, to disconnect, or limit the delivery of electricity, gas, water and/or thermal energy, to the Service Unit until such time as such electricity, gas, water and/or thermal or related charges are paid in full.

### Security Deposit

13. The Customer agrees that because AMS will be billing the Customer only after services are provided, AMS is extending to the Customer a form of credit 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 AMS (which, with respect to electricity service, is consistent with Ontario Energy Board requirements), the terms of which can be found by asking any AMS representative or reviewing AMS's Conditions of Service, and that a security deposit may be included in invoice(s) issued to the Customer if the Customer does not satisfy the conditions for waiver of a security deposit pursuant to AMS's Conditions of Service. AMS may, at its own discretion, waive the requirement for a security deposit. The Customer agrees that if AMS incurs any fees to obtain a credit reference, such fees will be included in the Customer's invoice(s).

### Force Majeure

14. AMS shall not be in default of the performance of any of its obligations or covenants contained in this agreement during any period when AMS is prevented from such performance by reason of a strike, lock-out, labour disruption, unavailability of materials, by operation of law, bankruptcy or insolvency of contractors, fire, civil insurrection, flood, act of God, act of terrorism or any other condition which is beyond the control of AMS and any period stipulated for the performance of any such obligation or covenant shall be extended accordingly. For greater certainty, financial inability shall not constitute a force majeure event.

### Invoice

15. The Customer acknowledges that AMS may issue a single invoice for the provision of Services. In the event the Customer makes a partial payment of any such single invoice, AMS shall, in accordance with applicable laws, apply such partial payment towards amounts owing in respect of electricity sub-metering services first, and then, subject to applicable laws and notwithstanding any instructions provided in respect of the priority of application of such partial payment, AMS has the sole discretion to apply the balance, if any, of such partial payment towards amounts owing in respect of water, gas or thermal energy sub-metering services.

### Limitation of Liability

16. AMS shall not be liable under any circumstances whatsoever for any loss of profits or revenues, business interruption loss, loss of contract or loss of goodwill or for any direct, indirect, consequential, incidental or special damages, including but not limited to punitive or exemplary damages, whether any of the said liabilities, losses or damages arise in contract, tort or otherwise.

### No Liability

17. No director, trustee, officer, shareholder, employee, agent or other contractor of AMS shall be liable at law to the Customer, 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 failure to pay invoices or otherwise.

### Severability

18. If any provision of this agreement or the application thereof to any person or circumstance is held to be invalid or unenforceable, said provision shall be severed 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 intent hereof.

#### Successors and Assigns

19. Everything contained in this agreement shall extend to and be binding upon the respective heirs, executors, administrators, successors and permitted assigns of each party hereto. AMS may assign any of its rights and obligations under this agreement and upon such assignment, AMS is released from any further obligations to the Customer under this agreement. The provisions hereof shall be read with all grammatical and gender changes necessary and any singular reference to the Customer shall be deemed to include all Customers to this agreement. All obligations of the Customers under 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 after the date the Customer vacates the Service Unit or terminates this agreement and shall remain binding until such time as all payments required to be made under this agreement have been paid.

#### Notice

20. Any notice required or permitted under this agreement may be given by AMS to the Customer by ordinary mail sent to the Premises (or the mailing 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 laws, if any. The Customer shall give any notices to AMS by facsimile transmission, email or ordinary mail (in which case the notice shall be deemed to have been received in accordance with applicable laws, if any) to Alliance Metering Solutions Inc., 526 Country Squire Road, Waterloo, Ontario N2J 4G8, Attention: Customer Service.

#### Consumption and Payment Information

21. The Customer hereby consents to AMS providing consumption and payment information in respect of the Service Unit to the landlord, property manager, developer, condominium corporation and/or the owner.

#### Notice of Sale, Rent, Vacate and/or Assignment of Service Unit

22. The Customer shall provide written notice to AMS, in accordance with the notice requirements set out in paragraph "20", of their intent to sell, rent, vacate and/or assign the Service Unit and of their forwarding address. This notice must be provided to AMS at least 60 days prior to the Customer vacating the Service Unit and must also specify the date upon which the Customer intends to vacate. Upon the Customer vacating the Service Unit, AMS will complete a final reading for billing purposes. The Customer will be mailed a final invoice within fifteen (15) days of the final reading and any deposit held by AMS to the credit of the Customer shall be applied toward payment of the invoice and any amount thereafter owing shall be paid forthwith by the Customer. Where there is a balance left to the credit of the Customer after payment of the invoice, the balance of the deposit shall be forwarded by AMS to the Customer. Where the Customer fails to comply with this clause, the Customer's obligation to pay AMS for the Services shall continue until AMS has made a final reading and the final invoice is paid.

#### AMS Termination Right

23. This agreement may be terminated by AMS by giving the Customer notice thereof, in which case AMS 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.

#### Customer Termination Right

24. This agreement may be terminated by the Customer only in accordance with paragraph "22" of this agreement.

#### Permission to Offer Additional Services

25. The Customer hereby consents to AMS, its affiliates 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 AMS thirty (30) days prior written notice, withdraw such consent. AMS may periodically provide the Customer with information concerning electricity, gas, water and/or thermal energy cost savings and conservation measures to assist in reducing consumption and related costs.

#### Entire Agreement

26. This agreement, including AMS's Conditions of Service, constitutes the entire agreement between the parties, and the Customer acknowledges that there are no oral or written agreements, representations or undertakings whatsoever, and no subsequent or concurrent alteration or waiver whatsoever of the terms of this agreement shall be valid unless it be in writing and signed by the parties or their authorized representatives; provided, however, the Customer acknowledges and agrees that AMS may at any time, and from time to time, amend, replace or otherwise change its Conditions of Service without notice to the Customer except as may be required by applicable law.

#### Personal Information

27. The Customer consents to the collection, use, disclosure and maintenance of personal information and to receiving commercial electronic messages in accordance with the terms of AMS's Privacy Policy which is available at [www.alliancemetering.com](http://www.alliancemetering.com) or can be obtained from any AMS representative. AMS agrees that any personal information provided by the Customer (or by the developer, condominium corporation or owner, as applicable, of the Premises in which the Service Unit is located) shall be subject to applicable laws and AMS's Privacy Policy. The Customer agrees that AMS may undertake a credit reference check of the Customer and AMS agrees that the results thereof shall be handled by AMS in accordance with the Privacy Policy and applicable laws. The Customer may contact AMS to discuss any questions or concerns related to AMS's Privacy Policy or how the Customer's information is being handled by emailing [info@alliancemetering.com](mailto:info@alliancemetering.com), telephone at 519-888-5593.

#### 28. CUSTOMER SIGNATURE \*

This agreement is dated as of the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

X \_\_\_\_\_  
Primary Account Holder's Signature

X \_\_\_\_\_  
Secondary Account Holder's Signature