



Your Electricity Service Contract

With information
on complaint handling
and voltage fluctuations



Our commitment: to serve you better

The first part of this brochure summarizes the main conditions of your electricity service contract. These conditions have been approved by the Régie de l'énergie (Québec energy board).

Here you'll find information on the following topics:

- Electricity service requests
- Metering and billing of your consumption
- Electricity rates
- Service charges
- Terms of payment
- Rights and obligations
(both yours and Hydro-Québec's)

In the second part, you'll find the steps to follow if you want to submit a complaint about your electricity bill or a service provided by Hydro-Québec as well as information about voltage fluctuations, power quality and the precautions you should take to protect your equipment and devices.

For more information, please contact customer services at the number shown on your bill.

You can download the *Conditions of Service* at www.hydroquebec.com/documents-data/official-publications/electricity-rates-conditions-electricity-service.html.

You can use your Customer Space to:

- Inform us that you're moving.
- Authorize a person or company to act on your behalf or obtain information from your file (proxy or consent).
- Update your personal information (email, phone number, etc.).
- Sign up for Online Billing, the Equalized Payments Plan or Pre-Authorized Debit.
- Consult your consumption profile.
- Manage your account, view your bill or make a payment arrangement.
- Track the status of a work request.

If you are the owner of a rental property, use your Customer Space to:

- Request that service be maintained or interrupted at a rental unit you own.
- Request email alerts. For example, we can notify you of a service interruption in one of your units, when a tenant has reported a change of address or when you have to assume responsibility for the electricity bill.

To learn more about the Manage Rental Units tool or to create your Customer Space, go to www.hydroquebec.com/residential/customer-space/moving/manage-rental-units.html.

Summary of Conditions of Service

1. Electricity service

1.1 Service request

Before you move, you must submit a request to Hydro-Québec for electricity service at your new location. To avoid being without electricity on the day you move in, submit your request as soon as you know your new address.

You can submit your request through our online self-service tools. If your request is for service to an existing electrical installation at a domestic or small-power rate, you can also submit it by telephone.

Hydro-Québec may require a deposit.

You must provide the following information:

- The service address, the type of usage (residential, commercial, industrial, institutional or agricultural) and the billing address (if different from the service address)
- Your name, current address and primary telephone number
- Your status with regard to the service address (owner, tenant, etc.)
- Your social insurance number (SIN), in some cases, or, in the case of a company, your Québec enterprise number (NEQ)
- The service start date
- In some cases, technical information such as power requested, service box rating and types of loads to connect (lighting, heating, ventilation, etc.)
- Your email address, which could be used to send you information

Each person responsible for the service contract will receive a letter or email confirming the contract characteristics and the applicable rate. **Please check this information, along with the meter number, and inform us of any corrections needed.**

Your personal information will be held strictly confidential in accordance with the *Act respecting Access to documents held by public bodies and the Protection of personal information* (CQLR, A-2.1). Only the contract holders and their duly authorized representatives have access to it.

1.2 Contract termination

A service contract at a domestic or small-power rate or for temporary service can be terminated in writing, which could be done through your Customer Space, or by phone. It will end on the day we receive your termination request, or on any later date you specify.

For other types of contracts, you must notify us at least 30 days in advance.

Hydro-Québec may, without notice, interrupt service to an address for which no contract is in effect.

Important note: If you move but forget to terminate your contract, it will remain in effect and you'll continue to be responsible for it.

1.3 Rental building owners

Hydro-Québec allows you to indicate the service addresses for which you wish to retain electricity service after the tenants terminate their contracts. You can do this through your Customer Space or by phone. If you don't make a choice and have told Hydro-Québec about your rental units, service will be maintained and you will become responsible for the service contract for these addresses by default.

If you don't inform Hydro-Québec that the service addresses you own are rental units, don't provide the necessary information and a tenant's contract

ends without being immediately followed by a new one, Hydro-Québec may cut off electricity service without notice.

1.4 Connection request

For supply to a new electrical installation, or to an existing installation that requires work on the Hydro-Québec system, you must submit a connection request.

The connection must be requested by the property owner, a master electrician or a consulting engineer acting as the owner's duly authorized representative. Your connection request must indicate the connection type (overhead, underground or overhead-underground) and must include the cadastral plan, subdivision plan or layout plan of the building. In addition, if required by Hydro-Québec, the desired location of the connection point must be indicated.

Before starting any work, contact Hydro-Québec for information.

2. Billing

2.1 Meter reading

To bill you for your electricity use, Hydro-Québec installs a communicating meter, which periodically sends us your consumption data. You may request a non-communicating meter at any time if certain conditions are met; however, a Hydro-Québec employee then has to go to your premises to read the meter, which means you'll have to pay a monthly meter-reading charge in addition to the installation charge.

We collect data from your meter for billing purposes at the following intervals:

Communicating meter:

- Billing of energy only: about every 60 days
- Billing of energy and power demand, or flat-rate contract: about every 30 days

Any other type of meter:

- Billing of energy only: at least once a year. You can also read the meter yourself and send us the data.
- To find out more about taking meter readings, go to **www.hydroquebec.com/residential/customer-space/account-and-billing/meter-reading.html**
- Billing of energy and power demand: about every 30 days
- Remote or difficult-to-access electrical installation: at least once a year
- Meter inaccessible to Hydro-Québec: no minimum frequency

2.2 Electricity bill

Your bill is based on the rate applicable to your contract and the metering data. If we don't have the data, we use an estimate of your consumption.

Your bill is sent out as follows:

- About every 30 days if you're signed up for the Equalized Payments Plan, if you're billed for both energy and power demand, or if you have a flat-rate contract
- About every 60 days if you're billed for energy only and are not signed up for the Equalized Payments Plan

If several people are responsible for the contract and the bill is not paid, Hydro-Québec may claim the full amount from any of them.

If you see an error on your bill, you must notify Hydro-Québec immediately. Any necessary adjustments will be made in accordance with the rules in effect.

2.3 Electricity rates

Hydro-Québec's electricity rates are approved by the Régie de l'énergie and are presented in the document titled *Electricity Rates*. The rate applicable to a contract depends on the type of use, i.e., whether

the electricity will be used in a residence or business establishment, on a farm, etc.

- If the electricity is to be used in a residence, you're eligible for one of the domestic rates such as Rate D.
- If electricity is the main heating source for your home but you use a fuel-fired system as an auxiliary source, you may be eligible for the dual-energy rate (Rate DT).
- If you operate a farm, you may be eligible for one of the domestic or general rates in accordance with the *Framework for the Application of Electricity Rates to Farms*. For more information go to **www.hydroquebec.com/administrations-municipales** [in French only].
- If the service address is used for commercial, industrial or institutional purposes, or if the service is temporary, you're eligible for one of the general rates for small, medium or large power.
- If you use electricity to mine cryptocurrency or to maintain a cryptocurrency system in return for compensation and the installed capacity of the equipment dedicated to this use is at least 50 kilowatts, Rate CB applies to your entire contract. **In addition, specific terms and conditions apply to your contract.** For more information, go to **www.hydroquebec.com/blockchain/**.

Subject to certain conditions, you may opt for another rate applicable to your type of use. You are responsible for choosing the best rate for your contract.

To find out more about our rates or to consult the document titled *Electricity Rates*, in particular Chapter 11, go to **www.hydroquebec.com/residential/customer-space/rates** (residential customers) or **www.hydroquebec.com/business/customer-space/rates** (business customers).

2.4 Service charges

Charges apply to some services. Here are the most common ones:

- Electricity service request submitted online:
No charge
- Electricity service request submitted
by other means: \$25
- Cheque returned for insufficient funds: \$10
- Work by Hydro-Québec:
 - Remote: No charge
 - At the meter: \$140
 - On the system: \$360

Charges may also apply to connections, service loop modifications and work done by Hydro-Québec at the customer's request or further to a connection request (see 1.4). Before you start any project, contact us to find out how much the work will cost.

3. Terms of payment

3.1 Due date and payment methods

Your payment must be received by Hydro-Québec no later than 21 days after the billing date.

The following payment methods are accepted:

- **Through your financial institution (teller, bank machine, telephone or online banking)**
- **Pre-Authorized Debit**
- **By mail***
- **On our website***

If you fail to pay the amount in full by the due date, an administration charge will be applied as of the due date.

* Remember to allow additional time for your payment to reach us.

3.2 Equalized Payments Plan

The Equalized Payments Plan (EPP) spreads the anticipated cost of your electricity over the entire year. The amount of your monthly installment is based on an estimate of your consumption over the coming year.

You can sign up for the EPP at any time, subject to certain conditions. Since your consumption may vary from one year to the next, your monthly installment is reviewed each year and adjusted as needed.

If you fail to pay more than one monthly installment, Hydro-Québec may terminate your participation in the EPP.

3.3 Deposit and payment guarantee

Under certain circumstances, you may be required to provide a deposit. In that case, the amount of the deposit is equivalent to your highest estimated billable amount for 60 consecutive days.

3.4 Late payment or non-payment

If you can't pay your bill by the due date, please let us know without delay. We can propose an arrangement that will let you pay off the amount you owe and your ongoing consumption over a period of time.

If you fail to pay your bills on time, Hydro-Québec will send you an overdue notice followed by an interruption notice, after which it may disconnect your service.

3.5 Service interruption

Hydro-Québec may, without notice, interrupt your electricity service in an emergency or in the case of energy theft.

Service may also be interrupted for repairs or modifications to the power system, or to ensure public safety. To the extent possible, such interruptions are scheduled and take place outside peak periods. We make every effort to notify you in advance, either in writing or by phone.

4. Rights and obligations

4.1 Hydro-Québec meter and other equipment

You are responsible for protecting Hydro-Québec equipment installed on the property served under your contract, such as the electricity meter. In addition, you must ensure that the meter is always accessible. Tampering with the meter or breaking the seal is strictly prohibited. If you see any metering error or technical defect in the meter, you must notify us.

Hydro-Québec must be able to access the premises where its equipment is located:

- at any time when it needs to ensure public safety or continuity of service (for example, during an outage)
- between 8:00 a.m. and 9 p.m. every day except Sundays and holidays, for any other reason
- to install, operate, inspect, maintain, repair, change or remove its equipment
- to check whether your electricity use complies the *Conditions of Service* and *Electricity Rates*

You must obtain Hydro-Québec's permission before undertaking any work that would restrict access to your property or its equipment, including the meter.

Have a complaint?

Should you have a complaint about your bill or a service provided by Hydro-Québec, here are the steps to follow.

Step 1. Contact customer services. You can use the web form provided for that purpose or call the number shown on your bill.

Step 2. If you're not satisfied with the answer given or the solution proposed in Step 1, get in touch with our complaints office using the web form provided for that purpose (www.hydroquebec.com, Contact us section) or by mail at the following address:

**Hydro-Québec
Service des plaintes
C. P. 11731, succursale Centre-ville
Montréal (Québec) H3C 6R2**

Explain why you contest the solution proposed and how you would like the situation to be resolved. Provide your contact information and your account number as shown on your electricity bill. A customer services representative can help you draw up your complaint, if necessary.

You can also ask a customer services representative to document your verbal complaint and send a written summary to Hydro-Québec's complaints office.

Once the complaints office has received your complaint, it will send you an acknowledgement of receipt stating how long the office has to make a decision.

Step 3. If you don't agree with the decision of the complaints office, you can ask the Régie de l'énergie, in writing, to study your complaint. If your complaint has to do with a payment arrangement, please contact the Manager – Complaints and Claims Appeals.

For more information, go to www.hydroquebec.com/contact-us/complaints-claims/.

Continuity of Service and Voltage Fluctuations

The company makes every effort to supply high-quality electricity service. When outages do occur, Hydro-Québec cannot be held responsible for any resulting material loss or damage.

For more information and to learn what to do before, during and after a power outage, go to www.hydroquebec.com/poweroutages/.

Similarly, Hydro-Québec applies Canadian standards to ensure the best possible voltage and frequency stability, and cannot be held responsible for damage resulting from voltage fluctuations or waveform distortions. Among the causes of outages, voltage fluctuations and waveform distortions are the following:

- weather conditions or, fortuitous events or chance events
- the customer's use of equipment that could distort the waveform or cause a large current inrush
- equipment failure
- an emergency
- an accident
- tripping of system protective devices
- system maintenance or servicing

You are responsible for protecting your own equipment by installing the appropriate devices.

Here are some things you can do to protect your electronics:

- Connect them to a CSA- or ULC-approved surge protector.
- Disconnect them during weather events, outages and service interruptions scheduled by Hydro-Québec to carry out system maintenance and repairs.
- Avoid connecting your electronics to the same circuit as an appliance containing a motor, such as a refrigerator.
- Hire a master electrician to inspect the electrical installation and grounding, in particular when purchasing a home.

For more information, go to
www.hydroquebec.com/power-quality.html.

Contact Us

www.hydroquebec.com

Billing and customer services

- Montréal area: 514 385-7252
- Elsewhere in Québec: 1 888 385-7252
or the number shown on your bill

Outages and damage (24/7)

- 1 800 790-2424

Facebook and Twitter

N.B. : In the case of a discrepancy between this document and Hydro-Québec's *Conditions of Service* as approved by the Régie de l'énergie, the latter shall take precedence.

Legal deposit – 3rd quarter 2022
Bibliothèque et Archives nationales du Québec
ISBN 978-2-550-91601-7

Ce document est également publié en français.
Original document written in French.