

## Attention Woodstock Hydro Customers

### Our Collection Procedures Have Changed

As of January 1, 2011 reminder notices are no longer issued. If payment has still not been received 10 days after the due date and we have not heard from you, a final notification, or “Tag” is hand delivered to your current service address. The Tag lists the past due amount, collection charges due, and the date that the hydro service will be disconnected if payment isn’t received at our office before the disconnection date.

#### **Effective May 1, 2011, the following collection charges apply:**

Late payment charge	1.5% per month on unpaid balance (19.56% per year)
Notification Charge (Tag)	\$ 15 + HST
Collection of Account Charge	\$ 30 + HST
Disconnect/Reconnect at meter during regular hours	\$ 65+ HST
Disconnect/Reconnect at meter after regular hours	\$ 185+ HST
Disconnect/Reconnect at pole	\$Actual Cost + HST

Account collections will affect your WHSI credit rating. A security deposit of 2.5 times your average monthly bill may be required.

Please visit [www.woodstockhydro.com](http://www.woodstockhydro.com) or contact the office during regular business hours for all applicable rates and service charges.

Thank you

Woodstock Hydro Services Inc.