



## London Hydro's Budget Billing Plan

Dear Customer:

Thank you for inquiring about our Budget Billing Plan. We are pleased to offer this service to our customers and appreciate your interest and participation.

Under the Budget Billing program, London Hydro will 'balance' your monthly electricity costs over the course of a year, so you will pay about the same amount each month. To keep your bill as accurate as possible, we will review your Budget Billing Plan every six months and, if necessary, adjust your monthly payment up or down to match the amount of electricity used. Then, on the anniversary date of your plan, we will 'true-up' or settle your bill to the actual amount of electricity consumed in your home. This means you will receive a bill with either a debit or a credit balance, which 'clears' your account before the next annual budget period begins.

If you have any questions, please contact our Customer Services Department by phone at (519) 661-5503 between 8:15 am and 6:00 pm, Monday to Friday, by fax at (519) 661-5838, or by email at [billingsupport@londonhydro.com](mailto:billingsupport@londonhydro.com)

To enroll in the Budget Billing Plan, please fill out the form below and mail the completed form with a voided cheque to:

London Hydro, P.O. Box 2700, London, Ontario N6A 4H6.



### London Hydro Budget Billing Plan Application Form

London Hydro Account Number: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Unit No: \_\_\_\_\_ Telephone: (     ) \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Once enrollment is completed, a confirmation letter will be sent to you advising of the monthly installment amount your account has been set to for the first six months.**