



Account Information Form – New Construction – Appendix D

Please complete this form if you are opening or updating an account with Hydro Ottawa as a result of new construction.

If you are moving, use our online request form at hydroottawa.com/moving to let us know that you want to start, stop or update a new or existing account. This form is referenced in Hydro Ottawa's Conditions of Services found at hydroottawa.com/cos.

*indicates a mandatory field.

Site Address*:

Mailing Address:

Same as Site Address

▼ SECTION 1 - RESIDENTIAL ACCOUNT INFORMATION

Primary Account Holder

First Name*:

Middle Initial:

Last Name*:

Phone Numbers (provide at least one)*:

Home:

Mobile:

Business:

Email*:

Is the electricity service for your new construction project to be billed under an existing Hydro Ottawa account?

Yes No

If yes, please provide the first 10 digits of the account number:

Please provide the following information:

Identification 1* Date of Birth (yyyy/mm/dd):

Identification 2* Please provide information for only ONE of the following:

Driver's License Number and Jurisdiction:

Passport Number:

Service Ontario Photo ID Number:

Secondary Account Holder (optional)

First Name*:

Middle Initial:

Last Name*:

Phone Numbers (provide at least one)*:

Home:

Mobile:

Business:

Email*:

▼ SECTION 2 – BUSINESS ACCOUNT INFORMATION

Business Information

Contact Name*: Phone Numbers (provide at least one)*:

Home: Mobile:

Business: Email*:

Full Legal Name*: Registered Business Name*:

HST Number*:

Business Identification Number*: Corporation Number*:

Please specify one of the following*:

Sole Proprietorship	Limited Partnership	Unincorporated Association or Club
Partnership	Corporation	University, College, School, Hospital or Government

▼ SECTION 3 – COMMERCIAL CONSTRUCTION

Security Deposits

Security Deposit may be required from some customers in order to supply or continue to supply electrical services.

Non-residential customers who open an account may qualify for a deposit waiver or reduction conditions (see Section 2.5.3 of the [Conditions of Service](#)).

Please select waiver options below:

- If you have a Hydro Ottawa account number, please indicate it here (first 10 digits only):
- If you do not have a Hydro Ottawa account number, please supply one of the following:
 1. A letter from another electricity or gas distributor for services within the previous 24 months
 2. A satisfactory credit check. **Note:** Credit check to be completed at the customer's expense.
 - a. Authorize credit check: Yes No
 3. Letter of Guarantee from a financial institution.

NOTE: Non-residential customers who consume more than 50kW are required to provide a security deposit. The amount of the security deposit required will be adjusted according to the established credit ratings allowable reduction rates (see chart in section 2.5.3.2 of the [Conditions of Service](#)).

▼ SECTION 4 - CUSTOMER CHOICE

Customer Choice is an Ontario Energy Board (OEB) initiative that allows **Regulated Price Plan (RPP)** customers to choose their electricity price plan.

Residential and small business customers who are billed under the RPP have **three** electricity rate options to choose from: **time-of-use (TOU)**, **ultra-low overnight (ULO)** and **tiered** pricing.

Under **TOU** and **ULO** pricing, the price you pay for electricity depends on when you use it. Under **tiered** pricing, you can use a set amount of electricity, based on season, each month at a lower price. Once that limit is exceeded, a higher price applies for the remaining electricity.

For more information on time-of-use, ultra-low overnight and tiered rates, as well as tools to help you decide which rate plan is right for you, please visit www.oeb.ca/choice.

If you do not make a selection, you will be defaulted to **time-of-use rates** as per the Standard Supply Service Code.

I wish to select **time-of-use** as my preferred electricity rate plan

I wish to select **ultra-low overnight** as my preferred electricity rate plan

I wish to select **tiered** pricing as my preferred electricity rate plan

▼ FORM SUBMISSION

Once completed, please submit your form using one of the methods listed below.

EMAIL:

servicedesk@hydroottawa.com

MAIL:

Hydro Ottawa Limited
PO Box 8700, Ottawa, ON K1G 3S4

Attn: Service Desk - New Construction Account
Information - Appendix D

Questions? Please contact the Service Desk at 613 738-6418 weekdays between 8 a.m. and 4 p.m. (excluding statutory holidays).