

Tenant Agreement

Property Address:

(Civic, City, Postal code)

Tenant's Name:

(Tenant)

Terms and conditions

1. The Tenant acknowledges that pursuant to its agreement with the owner of the Premises that the Tenant is required to pay for the rental of the Product which has been supplied to the owner pursuant to a rental agreement delivered to the owner and which requires a monthly rental payment of \$ _____ ("Monthly Payment") plus applicable taxes.
The Tenant agrees to pay to Cricket Home Comfort Inc. the amount of the Monthly Payment plus applicable taxes each month commencing on the occupancy date DD/MM/YYYY and terminating on the last day of the month during which the Tenant ceases to occupy the Premises.
2. The Tenant agrees to pay late charges in the event that the Monthly Payment is not made as agreed.
3. The Tenant shall provide thirty (30) days written notice to Cricket Home Comfort Inc. prior to departure or agrees to pay one Monthly Payment in lieu of notice.

Signature:

Date:

DD/MM/YYYY

Phone number: _____

Email address: _____

PAYMENT OPTIONS

With pre authorized payment, you agree to authorize Cricket Home Comfort Inc. to debit your bank account identified on the attached void cheque (or any other account you specify) for all Monthly Payments or other charges applicable under this agreement. This agreement provides for personal pre-authorized debits (PAD). The bank account will be debited on or around the date specified below. You hereby waive your right to receive pre-notification prior of each PAD authorized by this PAD agreement and of the amount of each PAD. You may obtain a sample cancellation form, or further information on your right to cancel a PAD agreement, at your financial institution or by visiting www.payments.ca. If you cancel this PAD agreement and do not provide us with alternative PAD instructions before the next date that a regular PAD payment is due, you must still arrange for the remaining payments under the agreement to be paid to us. You have certain recourse rights if any debit does not comply with this PAD agreement. For example, you have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD agreement. To obtain more information on your recourse rights, you may contact your financial institution or visit www.payments.ca.

If you are in the Enbridge Gas Distribution, you agree to authorize Cricket Home Comfort Inc. to direct EGD to include Monthly Payment or other charges under this agreement in the other companies section of your EGD bill. You agree that EGD has no duty to determine whether charges it permits comply with this authorization. You agree to switch to PAD should Cricket Comfort Home Inc. discontinue its billing agreement with EGD.*Cricket Comfort Home.

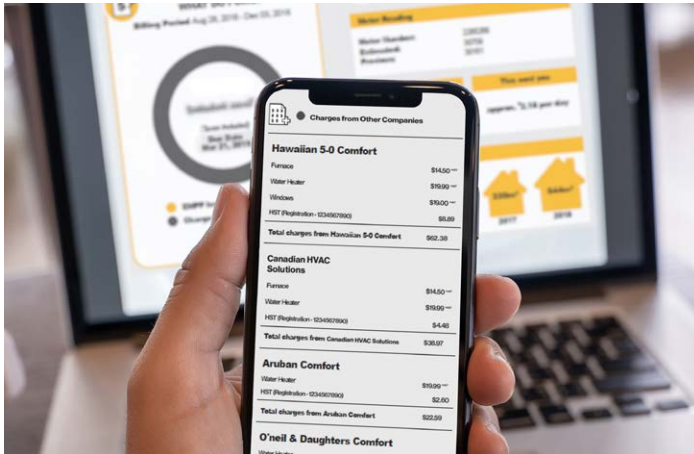
Enbridge Gas Distribution Enbridge Account # _____

Tenant Agreement completed

Void Cheque Included/Government Issue ID

Enbridge Gas Open Bill Program (Charges From Other Companies)

The Open Bill Program allows companies that offer energy-related products and services to include their charges on your Enbridge Gas bill. If you buy a product or service from a participating company, you may have the option to have the charges included on your natural gas bill. If you choose this option, the charges would appear in the “Charges From Other Companies” section of your bill along with the company’s name and phone number.



Participating companies are not owned by or affiliated with Enbridge Gas and do not perform work on our behalf. Enbridge Gas does not recommend, endorse or guarantee the products or services they're offering or the prices they charge.

Know your rights

Enbridge Gas does not go door-to-door or call customers to offer any type of product or service. You should only provide your personal information, including your Enbridge Gas account number, if you've decided to enter into a contract with a participating company.

The Ontario Ministry of Government and Consumer Services has a goal of promoting a fair, safe and informed marketplace – one in which your rights as a consumer are

Important billing information

1. Only agreed upon charges should appear on your bill. If there is an unexpected or incorrect charge, or you would prefer to be billed directly by the other company, you can contact the other company to address it.
2. You can also create a dispute through My Account at enbridgegas.com or by calling us at **1-877-362-7434**. When a dispute is submitted, the details are sent to the other company. They have 15 days to contact you to discuss your concerns and come to a mutually agreed upon resolution. They will communicate the resolution to Enbridge Gas. If a resolution isn't agreed upon within 15 days, Enbridge Gas will credit the disputed charges and stop future billing of charges for that product or service on your Enbridge Gas bill.

If the other company notifies Enbridge Gas that the dispute has been resolved, the charges will continue on your bill. If you did not agree to this, you can re-open the dispute with Enbridge Gas and the disputed charges will be credited and removed.

If Enbridge Gas credits and removes charges that the other company considers valid, the other company may pursue these charges outside of the Enbridge Gas bill. Enbridge Gas will not disconnect your gas service for non-payment of Charges From Other Companies.

3. You also have the right to appoint a representative to deal with a dispute on your behalf.

protected. Before agreeing to a new product or service, read the contract carefully and know your rights under the Consumer Protection Act, 2002 in Ontario.



Visit ontario.ca/consumerservices to learn more.