



P.O. Box 397, Stratford, Ontario N5A 6T5

187 ERIE STREET, STRATFORD
TELEPHONE: 519-271-4700
TOLL-FREE: 1-866-444-9370
FAX: 519-271-7204
www.festivalhydro.com

Dear Customer:

Festival Hydro is in the process of preparing our billing system to enable us to invoice your water and sewage charges on behalf of the Town of St. Marys along with your electricity charges.

To prepare for this transition many pieces of information are being reviewed.

We have completed a comparison of your St. Marys water account information with information we currently have on file for your Festival Hydro electricity bill.

It is our goal to do the following on your behalf:

Transfer billing for water and sewage to the account you have established already with Festival Hydro for this service address.

If you currently have **pre-authorized payment** on your Festival Hydro account we will continue with this payment method unless written notification from you to change or cease pre-authorized payment is received in our office.

If you are interested in starting pre-authorized payment please go to the forms section on our website www.festivalhydro.com, complete the form and return it to our office.

If your Festival Hydro account is set up for Equal Payment, we will add an equal payment amount for water and sewage charges to your existing electricity equal payment amount. The combined total will be shown on your bill under the "**Equal Payment Amount**".

Currently your billing from the Town of St. Marys is on a bi-monthly basis. When the merge is complete your water meter will be read monthly at the same time as your electric meter and billed on a monthly basis. St. Marys bi-monthly rates have been converted to monthly rates. Payment will be remitted to Festival Hydro who in turn will send payment to the Town of St. Marys. With this change it will be easier to manage one monthly bill and we are pleased to offer you paperless billing as well. Simply sign up to MyFestivalHydro at our website www.festivalhydro.com for paperless billing.

We anticipate the transition to a combined electricity, water and sewage invoice will take place in October 2016.

If you have any questions please contact our Customer Service Department and we will be pleased to assist you.

Sincerely,

I. McInnes
Customer Service Manager
Festival Hydro Inc.