



# 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](http://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](http://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 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 - REGULATED PRICE PLAN RATE SELECTION

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As of October 13, 2020, residential and small business customers under the Ontario Regulated Price Plan (RPP) have the option to choose between time-of-use or tiered rates. Under time-of-use rate plan, the price you pay for electricity depends on when you use it. Under tiered rates, you can use a certain amount of electricity each month at a lower price, and once that limit is exceeded, a higher price applies.

The customer choice rate option initiative is only eligible for new construction starting November 1, 2020.

For more information on time-of-use and tiered rates, as well as tools to help you decide which rate plan is right for you, please visit [www.oeb.ca/choice](http://www.oeb.ca/choice).

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

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

## ▼ FORM SUBMISSION

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

**EMAIL:**

[servicedesk@hydroottawa.com](mailto: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).