



October 23th 2018

DISCONNECTION NOTICE.

- Disconnection order number: 842108-152

The account has a past due balance which is now considered in delinquent status.

Business:

[REDACTED]

Service Address

[REDACTED]

Langley, BC: [REDACTED]

Meter: 122121- 800 919 31501- 800 919 31501- 800 919 3150

Amount Due: \$ 2,500.00 Deposit

This account is due for disconnection. Deposit required , mandatory

Non- Payment, account is in delinquent status.late payment history

A notice of the intent to discontinue service is sent via mail

separately from the bill at least 10 days before service is

Disconnected. Termination notices will include the following:

Disconnection date: November 3th 2018.

Disconnection time: 12:55 pm

Statement of your rights and remedies, which will

include a summary of the dispute procedures,

may be requested to customer service toll free

1- 888-594-8886. 24 hours customer support phone number,

where we May be reached, regarding your claim.

A statement that it is your responsibility to notify us if

you are unable to pay for service in accordance with

the requirements of the utility's billing practices, and

A statement that it is your responsibility to notify the

utility that you, or an occupant of the premises, is

elderly, handicapped, has a serious illness, or relies

upon life-support equipment, a brief explanation of the

special provisions regarding elderly, handicapped, or

persons seriously ill or relying on life-support equipment,

and an explanation of notification procedures

Payment Policies

Late Payment Charges

The payment date is the date we must receive payment, not the postmarked date, as your bill is for services already used.

Bills are due when rendered and payable within 20 days. If

not paid by the overdue date shown on the bill, a 1.5 percent

late charge will be added to the BC Hydro portion of

your current bill. The second billing month, an additional 1.5

percent late payment charge will be added to the remaining

unpaid balance. At the end of the next billing period, an

additional charge of 2 percent of any unpaid portion of

the original amount will be added (a maximum total of 5

percent). Late payment charges may be waived twice in a 12-

month period. Repeated late payments will result in collection

action and/or additional new deposits on your account to be required.

Customer Rights & Responsibilities

If you believe your service has been interrupted improperly,

You may wish to contact the FCC Public Service (Commission).

The Commission's address and Phone number can be found at

the bottom of this page.

Restoration of Service

Service disconnected for nonpayment will be restored when

The full amount due is paid, or when the conditions

Listed earlier under the “Disconnection with Prior Notice”

Heading are corrected, and upon payment of a reconnection

Fee. The account will be subject to a deposit. If there is a

Deposit on file, it will be reviewed for accuracy. Normal

Working hours for field personnel are between 8 a.m. and

5 p.m., Monday through Friday, except on company holidays

Settling Billing Disputes

If you wish to dispute your bill or a service disconnection,

Call us for a review of your concern at 1-888-594-8886.

In the course of a bill dispute, you are required to pay the

Undisputed portion of that bill for your electric service to

Continue. If our review determines that the bill is accurate,

you must pay the full amount of any outstanding balance. If it

remains unpaid, electric service will be subject to disconnection.

Your Right to Appeal

Within 10 days of receiving notice of our decision regarding

a dispute, you may file a claim with our customer service department

to resolve the issue. The time-frame required for investigation purposes

is 24-72 business hours.

www.bchydro.com

1- 888-594-8886

1- 888-571-5523

TTY 1-800-492-0000

8 a.m. – 5 p.m., Monday – Friday (except holidays)

Please be advised that we do not provide

Participants with priority restoration during disconnection order

For non-payments situations. If the loss of electricity would

Jeopardize the life or safety of persons with special

Medical needs, it is the customer’s or occupant’s

Responsibility to provide backup systems or other

Alternatives for meeting those medical needs.

Please note:

The company will not be responsible for any damaged equipments to any business

Please be advised: that a reconnection fee of \$150.00 dollars will be apply upon disconnection.

BC Hydro Digital account



BC Hydro Digital Account Number

Important information needed for instant express payment.