

Standard Fees and Charges

	Description	Fee
Account Set-Up Fee	This is a fee that is charged for setting up a new account with PowerStream Energy Services. This will be reflected on the customer's first bill or upon a change of occupancy.	Residential Units - \$50 Commercial Units - \$50
Account Fee History for Unit	This is a fee that is charged for providing all account history for a unit when requested.	\$15
Pulling Postdated Cheques	Customers will be charged a fee for requesting any post-dated cheque to be sent back upon moving out.	\$15
Bill Reprint	This is the fee that will be charged for any reprint of a bill when requested	\$15
Credit Reference Letter	This is the fee that will be charged upon a request received for providing a credit reference letter to the unit owner or resident.	\$15
Late Payment Fees	A monthly late payment fee of 1.5% of total outstanding balance of the account is when the balance is overdue. Annually this fee is 19.56% of total outstanding balance annually.	1.5% / month 19.56% / annum
Dated Demand Letter	A fee will be charged to the customer upon a receipt of a dated demand letter from PowerStream Energy Services.	\$15
Delivery of Disconnection Notice	A fee will be charged upon receiving a letter warning of disconnection from PowerStream Energy Services	\$40
Disconnect/Reconnect Charge	A fee will be charged for disconnection/reconnection of a metered service. The disconnect/reconnect fee depends on the time of disconnection/reconnection. Disconnection will occur after the customer receives a disconnection notice. Reconnection will happen once all outstanding balance is paid off or if an agreement between PowerStream Energy Services and the customer has been made.	Electric: Business Hours (8:30am – 4:30pm) - \$105 After Hours - \$205 Water: Hand delivered notice \$100 Business Hours (8:30am – 4:30pm) - \$210 After Hours - \$410
NSF Cheque Fees	An NSF Cheque fee will be charged to the customer if the cheque does not clear the bank.	First Occurrence - \$35 Additional Occurrences - \$50 + bank charges
Meter Dispute Charge, if meter is correct	A fee will be charged to the customer when there is a meter dispute, and the meter is found correct with no other issues. A fee will not be charged if there is an issue found with the meter	\$100 + any Measurement Canada Fees

All fees subject to HST