

Notice of Change to Conditions of Service Document

The Distribution System Code requires that every distributor produce its own "Conditions of Service" document. The purpose of this document is to provide a means of communicating the types and level of service available to the customers within the distributor's service territory.

The current version of the *Conditions of Service* was published in 2017. Since then, various changes to regulations and codes that govern Distributor activities have come into effect, which in turn require updates to the original document.

The revised document is available at the link below. Customers without internet access may obtain a printed copy of the revised *Conditions of Service* at our office at 730 Gartshore St, Fergus.

The public is invited to make written comments on the revisions. Comments will be accepted until July 31, 2019. Please direct all written comments to:

Centre Wellington Hydro Ltd.
Attn: Conditions of Service
PO Box 217
730 Gartshore St
Fergus, On N1M 2W8

Or

enquiries@cwhydro.ca

Centre Wellington Hydro would like to thank you for taking the time to review the updated documents.

Conditions of Service:

[Revised Conditions of Service, April 15, 2019](#)

[Conditions of Service Revision Summary](#)

Policies:

[Security Deposit Policy](#)

[Billing and Payment Policy](#)

[Low Income Policy](#)

[Collection Policy](#)

[Disconnection/Reconnection Policy](#)

[Customer Complaint Process](#)