



CUSTOMER SERVICES AGREEMENT

Please complete and return all pages to Clean Cut Energy at info@cleancutenergy.ca or fax to 226-780-0284

CUSTOMER INFORMATION (PLEASE PRINT)		Customer Status*: <input type="checkbox"/> Owner <input type="checkbox"/> Tenant		Occupancy Date*:	
Service Address*: (Number, Street Name, Unit Number)		City*:	Postal Code*:	Electrical Vehicle Parking Unit No.	
Primary Account Holder: Mr. Mrs. Miss Ms. (please Circle)		First Name*:	Middle Name*:	Last Name*:	
Primary Phone*:		Secondary Phone:		Email:	
Mailing Address*: (Number, Street Name, Unit Number)		City*:	Postal Code*:		
Secondary Account Holder: Mr. Mrs. Miss Ms. (please Circle)		First Name*:	Middle Name*:	Last Name*:	
Primary Phone*:		Secondary Phone:		Email:	
PAPERLESS E-BILLING REGISTRATION					
<input type="checkbox"/> Yes, please register me for Paperless E-Billing Now. (If the box is left unchecked, your monthly bills will be sent by mail.)			Please confirm your preferred email address for e-bill alerts:		

Clean Cut Energy Corp. ("CCE") has been retained by the developer, the owner, the condominium corporation and/or the authorized agent, as applicable (the "Owner/Condominium"), of the premises in which the above-noted Service Address is located (the "Premises") to supply the Services (as defined below) including meter reading, billing and collection services. The terms and conditions set out in this agreement comprise the legally binding agreement between the individual(s) named as Primary Account Holder and Secondary Account Holder (if any) ("Customer") and CCE governing the Customer's use of the Services (as defined below). In consideration of CCE providing the Services, and for other good and valuable consideration, the receipt of which is acknowledged by the Customer, the Customer acknowledges and agrees as follows:

1. The Customer confirms that he is the purchaser/owner, occupant and/or tenant of the Service Address noted above (the "Unit"), located in the Premises.
2. The Customer acknowledges that CCE will provide the following services (the "Services") to the Unit for the term contracted with the Owner/Corporation:
 - (a) CCE shall measure and record actual electricity, gas, hot water, cold water and/or thermal energy use for the Unit, as per its contract with the Owner/Corporation (such contracted utilities referred to as the "Metered Utilities");
 - (b) CCE shall ensure the subject sub-metering system is operating properly.
 - (c) CCE shall, monthly, prepare invoices showing the amount of Metered Utilities consumed at the Unit, as applicable, and the amount payable by the Customer for the Metered Utilities consumed and the Services;
 - (d) CCE shall issue monthly invoices by mail or email. Unless otherwise specified by the Customer, CCE shall mail the monthly invoices to the Customer at the Service Address or the mailing address, in the event a mailing address is provided by the Customer; and
 - (e) CCE shall provide customer service in respect of general inquiries and records retrieval. Specific services will be provided on a fee-for-service basis in accordance with CCE's Schedule of Charges for the Premises, available on request by contracting CCE.

3. The Customer consents to the provision of the Services and agrees to pay for the Services (the "**Service Fees**") provided by CCE under this agreement as set forth in invoices delivered by CCE pursuant to this agreement and in accordance with CCE's agreement with the Owner/Corporation being in accordance with CCE's Schedule of Charges for the Premises (the "**Schedule of Charges**"), available on request by contacting CCE. Such Service Fees are subject to change from time to time. The Customer understands that the charges for Metered Utilities will be based on measurements by the sub-metering system for the Unit (which, all or a portion of such consumption charges are being collected by CCE on behalf of the Owner/Corporation).
4. The Customer agrees to pay the Service Fees and all costs and expenses relating to the supply of the Metered Utilities to the Unit as of the effective date (which is the earlier of the interim occupancy date, closing date, or occupancy date, as applicable in respect of the Unit). In the event that the Customer does not have an account with CCE, the Customer agrees to contact CCE by telephone at 226-780-0284 to set-up an account on or before such effective date.
5. In the event the Customer rents/sublets the Unit to a third party and the costs and expenses relating to the supply of Metered Utilities are not included in the rent, the Customer will arrange for such third party to enter into a Customer Services Agreement with CCE prior to such third party obtaining occupancy of the Unit and to pay for the cost of Metered Utilities supplied to such Unit and the Service Fees for the term of such lease/occupancy. Such Customer Services Agreement entered into with such third party will not relieve the Customer of its obligations to pay the Service Fees and all costs and expenses relating to the supply of the Metered Utilities to the Unit for so long as it is an owner/tenant/occupant of the Unit. In the event the Customer sells the Unit to a third party, the Customer will arrange for such third party to enter into a Customer Services Agreement with CCE prior to such third party obtaining occupancy of the Unit and to pay for the cost of Metered Utilities supplied to such Unit and the Service Fees.
6. The Customer shall provide written notice to CCE of his/her intent to sell, rent, vacate and/or assign the Unit and of his/her forwarding address. This notice must be provided to CCE at least 60 days prior to the Customer vacating the Unit and must also specify the date upon which the Customer intends to vacate. Upon the Customer vacating the Unit, CCE will complete a final reading for billing purposes. The Customer will be mailed a final invoice within 15 days of the final reading and any deposit held by CCE to the credit of the Customer shall be applied toward payment of the invoice and any amount thereafter owing shall be paid forthwith by the Customer. Where there is a balance left to the credit of the Customer after payment of the invoice, the balance of the deposit shall be forwarded by CCE to the Customer. Where the Customer fails to comply with this clause, the Customer's obligation to pay CCE for the Services shall continue until CCE has made a final reading and the final invoice is paid.
8. The Customer acknowledges that CCE is not the owner of, nor is it responsible for the operation or condition of the electrical, gas, water and mechanical infrastructure at the Premises (other than the sub-metering system, if not owned by the Owner/Corporation) including, but not limited to, all wires, switches, valves, piping, regulators, outlets, electrical panels or fixtures; furthermore, CCE is not in any way in control of or responsible for the supply of Metered Utilities to the Premises and/or to the Unit.
9. The Customer shall not change or modify, or permit any other person to change or modify, any of the downstream piping or appliances from the sub-metering system unless it has provided CCE with at least 30 days' prior written notice of such change or modification, including any applicable drawings, and should the Customer become aware of any such change or modification by any person, other than CCE and its affiliates and their respective officers, directors, trustees, employees and agents, the Customer shall notify CCE forthwith of such change or modification. In the event that, in connection with any such actual or proposed changes or modifications, CCE determines that such change or modification affects the operation of its sub-metering system, the Customer shall be responsible for all costs and expenses, on a time and material basis, incurred by CCE to complete all related repairs or other work or improvements to such sub-metering system. Furthermore, any and all such changes shall only be undertaken in accordance with applicable laws.
10. In the event that if in response to a request by the Customer for an inspection of the meters in respect of the Unit, CCE determines, acting reasonably, that the meters did not require any maintenance or repair, the Customer agrees to pay for the cost of such inspection performed by CCE in the Unit. The Customer will not, directly or indirectly, interfere with the operation of, or remove, relocate, suspend, disconnect, alter, terminate or damage the sub-metering system and agrees to indemnify CCE in respect of any losses, costs, expenses or damages caused thereby.
11. The Customer agrees to provide CCE with access to the sub-metering system whenever reasonably required for purposes of inspection, maintenance, repair or removal of the sub-metering system and the provision of the Services and in connection herewith will authorize site personnel at the Premises to grant CCE access to the Unit.
12. Customer will pay each invoice issued by CCE in respect of the Metered Utilities together with the Service Fees on or before the due date and in the manner specified on each invoice and in accordance with the Schedule of Charges. Late payments will be subject to a late payment surcharge of 1.5% per month and the Customer will be responsible for any collection costs.
13. If the Customer fails to pay any charges due to CCE under this agreement, then CCE, after lawful demand and notice to the Customer, shall be entitled, in addition to any other remedies available to it at common law or pursuant to any statute, to disconnect, or limit the delivery of Metered Utilities to the Unit until such time as such charges are paid in full. CCE shall have no liability whatsoever for the consequences flowing from the disconnection of Metered Utilities due to the Customer's failure to pay invoices or otherwise.
14. CCE retains the right to require payment of a security deposit (which may be included in Invoice(s) issued to the Customer) if the Customer does not satisfy the conditions for waiver of a security deposit pursuant to the Schedule of Charges. CCE may, at its own discretion, waive the requirement for a security deposit. The Customer agrees that if CCE incurs any fees to obtain a credit reference, such fees will be included in the Customer's invoice(s).

15. CCE shall not be in default of the performance of any of its obligations or covenants contained in this agreement during any period when CCE is prevented from such performance by reason of any condition or occurrence which is beyond the control of CCE and any period stipulated for the performance of any such obligation or covenant shall be extended accordingly.

16. CCE shall not be liable under any circumstances whatsoever for any loss of profits or revenues, business interruption loss, loss of contract or loss of goodwill, loss of data or for any direct, indirect, consequential, incidental or special damages, including but not limited to punitive or exemplary damages, whether any of the said liabilities, losses or damages arise in contract, tort or otherwise.

17. No director, officer, shareholder, employee, agent or other representative of CCE shall be liable at law to the Customer, an occupier of the Unit or a visitor to the Premises or Unit or any claim whatsoever arising out of or pertaining to the provision of the Services.

18. The Customer hereby consents to CCE providing consumption and payment information in respect of the Unit to the Owner/Corporation and/or the subject property manager, and otherwise as may be permitted by law.

19. The Customer consents to the collection, use, disclosure and maintenance of personal information and to receiving commercial electronic messages from CCE, its affiliates or authorized service providers in accordance with the terms of CCE's Privacy Policy which is available at www.cleancutenergy.ca. CCE agrees that any personal information provided by the Customer (or by the Owner/Corporation) shall be subject to applicable laws and CCE's Privacy Policy. The Customer agrees that CCE may undertake a credit reference check of the Customer and CCE agrees that the results thereof shall be handled by CCE in accordance with the Privacy Policy and applicable laws. The Customer may contact CCE's Privacy Officer to discuss any question or concerns related to CCE's Privacy Policy or how the Customer's information is being handled by contacting CCE's Privacy Officer by: email at info@cleancutenergy.ca telephone at 226-780-0284. or mail at:

Clean Cut Energy Corp.,
17-370 Stone Road,
Guelph ON N1G 4T4
Attention: Privacy Officer

20. The Customer hereby consents to CCE, its affiliates, related parties and/or authorized service providers contacting him/her in respect of, and/or providing notice from time to time of, other services or wares that may be of interest to the Customer. The Customer may withdraw such consent on written notice. CCE may periodically provide the Customer with information concerning Metered Utilities cost savings and conservation measures to assist in reducing consumption and related costs.

21. This agreement may be terminated by CCE by giving the Customer notice thereof, in which case CCE may conduct a final reading on the termination date and render a final invoice in respect of the Services hereunder. Where such a final invoice is rendered the provisions of paragraph 5 hereof apply, with necessary modifications, to payment of the final invoice and the application of any deposit thereto.

22. Any notice required or permitted under this agreement may be given by CCE to the Customer by ordinary mail sent to the Premises (or the mailing address, in the event a mailing address is provided by the Customer), in which case the notice shall be deemed to have been received on the 3rd day following mailing. Where the Customer has selected paperless e-billing, CCE shall have the right to deliver notices required or permitted under this agreement electronically and such notice shall be deemed to have been received upon completion of such electronic transmission. The Customer shall give any notices to CCE by facsimile transmission to 226-780-0284 or ordinary mail (in which case the notice shall be deemed to have been received on the 3rd day following mailing) to Clean Cut Energy Corp., 17-370 Stone Road, Guelph ON N1G 4T4.

23. If any provision of this agreement or the application thereof to any person or circumstance is held to be invalid or unenforceable, said provision shall be severed and the remainder of this agreement shall continue to remain in full force and effect subject to such modifications as may be necessary to carry out the provisions and intent hereof.

24. Everything contained in this agreement shall extend to and be binding upon the respective heirs, executors, administrators, successors and permitted assigns of each party hereto. CCE may assign any of its rights and obligations under this agreement and upon such assignment. CCE is released from any further obligations to the Customer under this agreement. The provisions hereof shall be read with all grammatical and gender changes necessary and any singular reference to the Customer shall be deemed to include all Customers to this agreement. All obligations of the Customer under this agreement shall be deemed joint and several obligations and provisions of this agreement relating to payment for Services shall be binding on the Customer after the date the Customer vacates the Unit or terminates this agreement and shall remain binding until such time as all payments required to be made under this agreement have been paid.

25. This agreement constitutes the entire agreement between the parties, and the Customer acknowledges that there are no oral or written agreements, representations or undertakings whatsoever, and no subsequent or concurrent alteration or waiver whatsoever of the terms of this agreement shall be valid unless it be in writing and signed by the parties or their authorized representatives provided, however, the Customer acknowledges and agrees that CCE may at any time, and from time to time, amend, replace or otherwise change its Schedule of Charges without notice to the Customer except as may be required by applicable law.

CUSTOMER SIGNATURE

This agreement is dated as of _____ Day the _____ of _____, 20
X _____ Primary Account Holder's Signature
X _____ Secondary Account Holder's Signature

APPENDIX C – PRE-AUTHORIZED DEBIT
FORM



Please complete the Pre-Authorized Debit (PAD) Plan agreement below.

I/we authorize Clean Cut Energy Corp. (CCE) and the financial institution designated (or any other financial institution I/we may authorize at any time) to begin deductions as per my/our instructions for bi-monthly regular recurring payments and/or one-time payments from time to time, for payment of all charges arising under my/our CCE account(s). Regular monthly payments for the full amount of services delivered will be debited to my/our specified account on the 20th day of each month. CCE will provide 10 days written notice of the amount of each regular debit. CCE will obtain my/our authorization for any other one-time or sporadic debits.

This authority is to remain in effect until CCE has received written notification from me/us of its change or termination. This notification must be received at least ten (10) business days before the next debit is scheduled at the address provided below. I/we may obtain a sample cancellation form, or more information on my/our right to cancel a PAD Agreement at my/our financial institution or by visiting www.cdnpay.ca.

CCE may not assign this authorization, whether directly or indirectly, by operation of law, change of control or otherwise, without providing at least 10 days prior written notice to me/us.

I/we have certain recourse rights if any debit does not comply with this agreement. For example, I/we have the right to receive reimbursement for and PAD that is not authorized or is not consistent with this PAD Agreement. To obtain a form for a Reimbursement Claim, or for more information on my/our recourse rights, I/we may contact my/our financial institution or visit www.cdnpay.ca.

PLEASE PRINT

DATE: _____

Account Holder Name(s): _____

Condominium Unit Number: _____ Type of Service: Personal _____ Business _____

Billing Address:

Address: _____

City/Town: _____ Province: _____ Postal Code: _____

Phone Number: (Bus.) _____ (Res.) _____

Financial Institution (FI): _____

Account Number: _____ FI Transit Number: _____

(Alternatively you may provide a void check along with this form for account setup) (Transit -5 digits; FI - 3 digits)

Address: _____

City/Town: _____ Province: _____ Postal Code: _____

Authorized Signature(s): _____

Clean Cut Energy Corp.
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Guelph, ON N1G 4T4
Tel: (226) 780-0284 ext. 2
E-mail: billing@cleancutenergy.ca