



WATER HEATER CONTRACTS

WHAT YOU NEED TO KNOW

Ontario's Consumer Protection Act requires this to be the first page of any door-to-door contract for a water heater. Please read, and if you decide to enter into the contract, sign this page and keep it for your records.

Know your consumer rights

- **You do not have to rush into signing a contract.** Ask the salesperson for a copy of the proposed contract and say you will call him/her if you want to hear more.
- If you ask a salesperson to leave your home, he/she **must do so immediately**.
- If you decide to enter into this contract, you must be given a copy of it, including this page.
- You have the right to cancel this contract within **20 days**—you do not need a reason to cancel. No work can be done to remove your current water heater or to install a new one during that time (known as the “cooling-off” period).
- The supplier must verify your contract by telephone after you sign it. This call cannot take place on the same day that you signed the contract. If you don't get a call within 15 days after signing, the contract is cancelled.

What to consider before you sign the contract

- The contract is not associated with your utility company, municipality or other government.
- Check any claim that your water heater is unsafe or needs replacement with your current supplier.
- Consider whether renting or buying a water heater is better for you.
- Ask your current supplier if you will be charged any fees to end your contract before you sign any new contract.

Consumer Protection Ontario is an awareness program from Ontario's Ministry of Government and Consumer Services and other public organizations that promote consumer rights and public safety. Consumer Protection Ontario is not affiliated with, nor does it endorse any water heater supplier. You can learn more about your consumer rights or file a complaint with the ministry about a business by contacting us at:

Ontario.ca/consumerprotection | 416-326-8800 or 1-800-889-9768 | TTY: 416-229-6086 or 1-877-666-6545

Name of supplier offering water heater contract:

Eco Energy Home Services Inc.

This supplier **is not** your current supplier.

I have read and understand this information _____ Date _____

Your signature

WATER HEATER

CONTRACT RENTAL AGREEMENT

FOR SERVICE
CALL 1-877-475-6888

eco ENERGY
HOME SERVICES INC.

FOR BILLING CALL:
1-844-614-8400

Customer Name:

D.O.B: MM / DD / YYYY

Customer Name:

D.O.B: MM / DD / YYYY

Installation Address:

City:

Prov:

Postal Code:

Use for VC:

Use for VC:

Name of Person Authorized to receive Verification Call (VC):

Tel: ()

Bus/Cell: ()

E-Mail:

Mailing / Previous Address:
(if different) (if less than 1 year at current address)

Old Product Information (if applicable)

Description:	Model # or other identifier:	Ownership:
Existing Supplier (complete if applicable):	Eco Energy removing Old Product: <input type="checkbox"/> Yes <input type="checkbox"/> No	Customer responsible for all associated costs in connection with removal and return of Old Product to existing supplier (complete if applicable) <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, amount of costs \$

New Product Information (if applicable)

Description:		Model #	The product is <input type="checkbox"/> New OR <input type="checkbox"/> Reconditioned	
Term (in months)	Monthly Payment	HST	Total Payment (including HST)	Commencement Date
120				MM / DD / YYYY OFFICE USE ONLY

Other Charges: 1. The Payments will increase by 3.5% annually on each anniversary of your Commencement Date. 2. Interest at the rate of .0821918% per day, compounded monthly, (34.489% effective annual rate) payable on all unpaid Payments, from their due date until paid. You further agree to pay us a returned-item charge in an amount equal to the greater of \$50.00 and the actual bank charges incurred by us plus any other amounts allowed by law.

Termination Charges (if any):	Estimated Retail Price of Product: \$_____ (excluding HST) Total Amount Payable Under the Lease Based on a 10 Year Term: \$_____ (including HST)
----------------------------------	--

PAYMENT OPTIONS CHECK ONE ONLY

Option 1 - Pre-Authorized Debit (PAD)

Please Select PAD Date

1st OR 15th

Please attach a "VOID" cheque with this Agreement. By selecting this method of making your monthly payments, you are granting us the authority to debit the bank account specified on the cheque. Please review "Payment Authorization" in the terms and conditions of this Agreement at the back.

Your rental will start on the Commencement Date of the Term. You certify that the information contained herein is true and you authorize us to make inquiries concerning your credit with consumer reporting agency or any other company with whom you have a financial relationship.

By signing below, you agree that you have read, understood and agreed to the terms and conditions of the agreement including those on the reverse and you acknowledge receipt of a copy. You agree that there are no other verbal or written documents which modify the terms of this agreement in any manner.

Contract Execution
ECO ENERGY HS INC.

OFFICE USE ONLY

By:

CUSTOMER

By:

Date: MM / DD / YYYY

CUSTOMER

By:

Date: MM / DD / YYYY

Representative Name:

Date of Delivery and Installation:

Select all that apply:

Initiated contact Negotiated agreement Concluded agreement

Preferred Time for Installation:

TERMS & CONDITIONS

- 1) **Interpretation** - This agreement is a lease. In this agreement "you", "your" and "customer" refer to the person renting the Product described above. Where there is more than one person named, the same terms refer to all persons named and all obligations of the persons named below under this agreement shall be joint and several. "Eco Energy HS", "Eco Energy", "us", "we", and "our" refer to Eco Energy Home Services Inc. and its authorized personnel, agents, contractors and assigns. Notwithstanding any representation by anyone to the contrary, Representative is not an agent or representative of Eco Energy.
- 2) **Location, Condition and Operation of the Product** - We have not made any warranty or guarantee with respect to the Product, the supplier or the manufacturer, including whether the Product is suitable for you. We shall not be responsible if the Product is defective or unacceptable for any reason, including a failure in its performance, capacity or operations. To the extent permitted by law, any warranties or guarantees provided under sale of goods legislation are hereby excluded. You acknowledge that the Product was supplied directly to you by the supplier and that you have separately received information regarding warranties and service directly from the supplier. You agree to keep the Product at the above address and to allow us reasonable access and the right to inspect the Product. You agree to keep the Product free and clear of all liens and encumbrances of every kind and to keep the Product in as good condition as when delivered, reasonable wear and tear accepted. You shall not make any alterations to the Product without our prior written consent. Any additions, upgrades, accessories, alterations or replacement to or for the Product will become our property and subject to the terms of this Agreement. You will operate the Product at your own risk. You agree to indemnify and save us harmless from any claims and damages suffered by us, however caused, arising out of the use of the Product. This indemnification obligation will survive termination of this Agreement.
- 3) **Legal Compliance and Taxes** - You will comply with all laws relating to this Agreement or to the Product including, without limitation, laws relating to use, operation or maintenance of the Product. You shall pay when due all taxes and other charges of any kind whatever now or in the future imposed by any government or public authority or agency ("Taxes") related to the operation or maintenance of the Product for the Term.
- 4) **Security Registration** - You hereby grant us an exclusive security interest in the Product as security for payment of the amounts owing by you to us under this Agreement. The attachment of security interest has not been postponed. You grant us the right to register at your expense the security interest under this Agreement against you and against title to the lands where the Product is to be located. Unless prohibited by law, you waive your right to receive a copy of such registration where required and you appoint us as your lawful attorney for registration and receipt of notice.
- 5) **Personal Property** - You agree that the Product shall remain portable or movable property (without the need for any other party's consent or waiver to allow us to remove it) even though it may become attached to real or immovable property.
- 6) **Payments** - You must make all payments (the "Payments") required to be made under this Agreement to us in the manner described on the first page of this Agreement starting on the Commencement Date (the "Commencement Date"). The Commencement Date is the closing date for your agreement to purchase the home in which the Product is installed. Your obligation to pay when due all amounts under this Agreement shall be absolute and unconditional without any deduction, set-off, abatement, hold back or claim for compensation whatsoever. The total lease value of equipment, (the total lease costs) and [implicit finance charges], subject to dealer discounts, are based on 8.99% annual percentage rate (APR) shall not exceed the maximum amount for Chimney Liner is \$388.25 (\$598.80) [\$210.55]; EL40 is \$1,166.30 (\$1,798.80) [\$632.50]; EL60 is \$1,244.11 (\$1,918.80) [\$674.69]; CV40 is \$1,283.01 (\$1,978.80) [\$695.79]; CV50 is \$1,360.81 (\$2,098.80) [\$737.99]; CV60 is \$1,555.33 (\$2,398.80) [\$843.47]; PV40 is \$1,944.35 (\$2,998.80) [\$1,054.45]; PV50 is \$2,022.16 (\$3,118.80) [\$1,096.64]; PV60 is \$2,177.77 (\$3,358.80) [\$1,181.03]; PV75 is \$2,488.99 (\$3,838.80) [\$1,349.81]; TANKLESS 7.5G is \$3,267.04 (\$5,038.80) [\$1,771.76]; TANKLESS 9.8G is \$3,422.65 (\$5,278.80) [\$1,856.15] and TANKLESS 11.1G is \$3,578.26 (\$5,518.80) [\$1,940.54].
- 7) **Adjustments to Payments** - The Payments will increase by 3.5% annually on each anniversary of your Commencement Date.
- 8) **Payment Authorization** - If you select Pre Authorized Debit ("PAD"), the following terms will apply to your PAD: (a) you hereby authorize us to debit the bank account identified on the cheque you delivered to us for all Payments required to be made under this Agreement; (b) you acknowledge that this PAD is personal; (c) the account will be debited on the day of each month you indicated on page 1; (d) this authority shall remain in effect until 30 days after you give us written notice to cancel it at our office identified on page 1; (e) you have certain recourse rights if any debit does not comply with this agreement. For example, you have the right to receive reimbursement for any debit that is not authorized or is not consistent with the terms of this PAD Agreement. To obtain more information on your recourse rights, contact your financial institution or visit www.cdnpay.ca; (f) you can obtain more information about your right to cancel (including a sample cancellation form) and about your recourse rights, from your financial institution or at www.cdnpay.ca; (g) you hereby waive your right to receive pre-notification of the amount of the PAD and agree that you do not require advance notice of the amount of PADs before a debit is processed.
- 9) **Change in Property** - If you cease to own the property of which the Product has been installed, then you will either (a) purchase the Product in accordance with Section 11(c) or (b) transfer the Product to the new homeowner, on terms and conditions satisfactory to us.
- 10) **Enbridge Billing** - If you select the Enbridge Billing Service Option, Eco Energy's charges will appear in the "Other Companies" section of your Enbridge Gas Distribution bill. These offers and claims are made by Eco Energy alone. Eco Energy is not owned by or affiliated with Enbridge Inc. or Enbridge Gas Distribution. You agree to switch to PAP should we discontinue the Enbridge Billing Service Option.
- 11) **Option to Purchase** - You may elect to purchase the Product at any time during the term on an "as is, where is" basis. To receive your competitive purchase price, please call the toll free customer service number. Provided you are not in default (as defined herein) under this agreement you shall have the following options on the last day of the Term, of which you must notify us of your intention to exercise such option prior to the expiry of the Term: (a) continue to rent the Product on a month to month basis at the then current Payment amount until the end of the useful life of the Product; (b) return the product to us; or (c) or purchase the Product for its estimated fair market value at such time (plus applicable taxes).
- 12) **Default Charges** - Interest at the rate of .0821918% per day, compounded monthly, (34.489% effective annual rate) shall be payable on all unpaid Payments, from their due date until paid. You further agree to pay us a returned-item charge in an amount equal to the greater of \$50.00 and the actual bank charges incurred by us plus any other amounts allowed by law.
- 13) **Events of Default** - Default shall occur upon any of the following events: (a) if you fail to make any Payment, or fail to pay any other amount under this Agreement on its due date; (b) if you remove or attempt to remove the Product from the premises herein described without our consent in writing; (c) if you encumber or transfer ownership or sublet the Product without our consent; (d) if you fail to observe any conditions of this Agreement; (e) if you become subject to bankruptcy, insolvency, receivership or similar proceeding under the Bankruptcy and Insolvency Act, either voluntarily or involuntarily, or if an encumbrancer takes possession of the Product or a substantial part of your property; (f) if you allow any damage other than that caused by normal wear and tear resulting from proper use of the Product; (g) if you are in default under any other contract, agreement, or obligation, now existing or hereafter entered into with us or any assignee of ours; (h) if any representation or warranty made by you in connection with the entering into of this Agreement is untrue or incorrect; or (i) if you transfer title to the premises herein described without first purchasing the Product, unless we have agreed in writing to the assumption of your obligations under this Agreement by the party acquiring title to the premises.
- 14) **Remedies Upon Default** - In the event of Default, we may terminate this Agreement and, in addition to any other right we may have at law or otherwise, may, without notice, do any or all of the following, separately or together, in any order or combination: (a) enter wherever the Product is located (or we believe that it is located) and repossess and remove it (if necessary, disconnecting it from any other property) and you waive claims for any damages to property or otherwise arising from such repossession; (b) without termination or being deemed to have terminated this Agreement upon five (5) days prior written notice to you, sell, rent or lease the Product in such manner and for amounts and upon such terms as we may reasonably determine and may apply the net proceeds against what you owe to us; and (c) require you to pay immediately on demand damages suffered by us as a result of the termination of this Agreement. These damages will be, as a genuine pre-estimate of liquidated damages for loss of a bargain and not as a penalty, equal to the aggregate of (i) any outstanding Payments owing as at the date of Default, (ii) the remaining Payments due under this Agreement for the balance of the Term following the date of the Default, and (iii) all costs incurred by us, our assignees or agents in enforcing the terms of this Agreement. We agree to remit to you any monies collected by us from you or through our re-marketing efforts, collectively in excess of the aggregate amount of liquidated damages described above, provided that the remittance shall not exceed the amount paid by you under this Section.
- 15) **Damage to Premises** - Should the Product be removed by us from the premises herein described due to your Default, we shall not in any way be liable in respect of any damages to your premises resulting from such removal or from any work done in connection with such removal.
- 16) **Insurance** - You will, at your own expense, maintain, in a form acceptable to us, insurance covering the Product. We shall be named as loss payee and the policy shall contain a clause requiring the insurer to give us prior notice of a revision to its provisions or its cancellation. The total or partial loss of the Product or its use or possession shall not relieve you of your obligations and liabilities under this Agreement.
- 17) **Warrant re Product** - Subject to the terms and conditions of this Agreement, including, without limitation, Section 2, Section 18 and Section 19, we warrant that the Product will work and provide hot water, and will not leak or rupture during the Term.
- 18) **Product Risks** - If the Product is lost or damaged beyond repair or is stolen or for any other reason is not available or suitable for return at any time during the term of this Agreement, you will notify us of that event and, unless we are agreeable to another arrangement, will immediately on demand pay to us Casualty Value less the amount of any insurance proceeds paid to us as a result of the event. The Casualty Value shall be equal to the present value of all unpaid and future Payments under this Agreement. The present value will be calculated by discounting at the rate per annum equal to the lesser of (a) a remaining term Government of Canada bond rate less 3%; or (b) 3%. Upon payment of the Casualty Value, you shall acquire, without recourse or warranty, all of our right, title and interest, if any, in and to such Product.
- 19) **Maintenance of Product** - The Customer shall be responsible for the normal care and maintenance of the Product in accordance with manufacturer's specifications. Failure to provide maintenance may void the warranty and the Customer will be responsible for any costs associated with repairs that result from the lack of maintenance. We may request evidence that the Customer has carried out maintenance on the Product.
- 20) **Assignment** - We may assign, at our sole discretion at any time and without the consent of or notice to you, as and by way of security or absolutely, all or any portion of our right, title and interest in this Agreement, the Product described herein and in the pre-authorized or other payment authorization granted by you, including as security for loan or other financing arrangement; for purposes of this section, "we" shall include any such assignee ("Assignee"). You hereby consent to the delivery by us to any prospective Assignee of such information, including personal information, concerning you as may be in our possession. You may not assign this Agreement without our prior written consent.
- 21) **General Terms and Conditions** - You agree that: (a) you will provide all necessary further assurances, do all acts and sign all documents as we may require from time to time to give effect to this Agreement and to protect our rights hereunder; (b) a provision of this Agreement which is void or unenforceable in any jurisdiction is, as to that jurisdiction, void only to the extent of such provisions, without invalidating the remaining provisions or the invalid provision with respect to any other jurisdiction; (c) the captions, titles and section numbers appearing in this Agreement are inserted only as a matter of convenience and in no way define, limit, construe or describe the scope or intent of this Agreement or its effect; (d) this Agreement will be governed by and construed in accordance with the laws of the Province of Ontario and laws of Canada applicable therein; (e) time is the essence of this Agreement; (f) this document, including the cover page which indicates the specific equipment to be leased, constitutes the entire Agreement between you and us with respect to its subject matter and may be varied only by written documentation signed by both parties; (g) all of our rights are cumulative and not alternative and may be exercised by us separately or together in any order or combination; (h) ownership of and title to the Product will at all times (except upon a sale to you hereunder) remain with us; (i) you have no interest in the Product, other than the right to possess, insure and use the Product for the Term; (j) information requests by any person(s) other than you shall be verified and subject to administration charges as set from time to time by us; (k) we will retain a copy of this Agreement in electronic form only; and (l) represent that the email address written by you on the cover page of this Agreement is your true email address and agree that the sending of a pdf copy of this Agreement shall constitute delivery under the Consumer Protection Act (Ontario). You agree that a facsimile and/or imaged copy is enforceable in a court of law.
- 22) **Consent to Disclosure and Sharing of Personal Information and Credit Investigation** - You authorize us and our assigns to use and disclose your personal information above to confirm your identity, to evaluate your creditworthiness, to administer this Agreement, to perform internal statistical analysis, to assign or securitize any amounts payable by you under this Agreement or as otherwise required or permitted by law. You hereby authorize us to conduct financial and credit investigations for purposes of approval, maintenance and enforcement of this Agreement or any judgment obtained by us as a result of any default hereunder and to obtain any information required from any source and each source is hereby authorized to provide such information to us.



YOU HAVE A 20-DAY COOLING-OFF PERIOD TO CANCEL THIS CONTRACT.

Cancelling this contract also cancels all contracts that you entered at the same time.

You may cancel this contract at any time, up to and including (dd/mm/yyyy) . You will not have to pay any costs, charges or fees, nor do you need to give the supplier a reason for cancelling during this period.

To cancel this contract, give notice to Eco Energy Home Services Inc. 1(877)475-6888 . This is best done by sending a written statement indicating that you are cancelling the contract to the address in the contract. The contract is cancelled when you give this notice. Please keep a copy of your written statement as proof for your records.

If you cancel this contract, the supplier has 15 days to refund all payments you made.

You also gain a new 20-day cooling-off right to cancel this contract whenever the contract is amended. For example, any change to the amount you are currently paying for your water heater must be authorized by a contract amendment. To amend this contract, the supplier must obtain your express consent to the new terms. The 20-day period runs from the point that you agree to consent to the amendment.

Consumer's Signature _____

NO WORK CAN BE DONE TO REMOVE YOUR CURRENT WATER HEATER OR INSTALL A NEW ONE UNTIL THE COOLING-OFF PERIOD ENDS.

A VERIFICATION CALL IS REQUIRED IN THE FIRST 15 DAYS OF YOUR COOLING-OFF PERIOD. THIS CALL CANNOT BE ON THE SAME DAY YOU SIGNED THIS CONTRACT.

IF YOU DO NOT VERIFY THE CONTRACT, IT IS AUTOMATICALLY CANCELLED.

A verification call to confirm this contract must take place. The supplier cannot have anyone present at your home during the call.

The call can be placed with you or with someone you designated in the contract.

[Optional – if the consumer may call the supplier to verify the contract”] Or, you may choose to place the call yourself to 1(877) 475-6888 in order to confirm this contract.

If the call does not take place by (dd/mm/yyyy) then your contract is automatically cancelled. The supplier will send you a notice to confirm this cancellation.

The verification call is recorded and a copy must be kept for three years. You have a right to get a copy of this recording at no charge.

For more information about this statement, or your rights as a consumer, please contact the Ministry of Government and Consumer Services www.ontario.ca/consumerservices, consumer@ontario.ca, 1-800-889-9768.