



PERSONAL INFORMATION CONSENT FORM FOR NEW CUSTOMERS

Kitchener-Wilmot Hydro Inc. is pleased to be your provider of electricity distribution services. To provide you with a reliable source of electricity, Kitchener-Wilmot Hydro Inc. needs to collect and use certain personal information about you. As of January 1, 2004 the federal legislation protecting your privacy requires that Kitchener-Wilmot Hydro Inc. obtain your written consent to collect, use and disclose your personal information for identified purposes. We invite you to read this notice carefully to understand our policies and practices with respect to personal information.

The nature of personal information we collect may include:

- Information we receive from you such as your name, address, contact information and general financial, credit and reference information;
- Facts about your historical and current consumption of power;
- Information about your transactions with us, such as meter number, account number, account balances, payment history and account activity;
- Identifying information, such as a driver's license.

Kitchener-Wilmot Hydro Inc. uses the information we collect for the following purposes:

- To provide you with continuous electric service and to bill you for that service;
- To assist us in the collection of accounts;
- To respond to your inquiries about energy use and billing;
- To prevent fraud with respect to both you and our company;
- To meet legal and regulatory requirements.

Because of the structure of the electricity sector in Ontario, it may be necessary to share your billing and consumption information with third party billing and settlement agencies. For example, your billing and consumption information may be provided to a retailer with whom you have chosen to enter into a separate contract. Your information may also be disclosed or shared with other agencies or organizations as required by law or regulation.

We have developed and implemented a Corporate Privacy Policy for maintaining the confidentiality and security of your personal information. At any time, you have the right to request access to your personal information, which we have collected, and to request amendments to personal information about you to ensure its accuracy and completeness. To make a request for access to personal information we may have collected, disclosed or used about you or to request that your personal information be amended, please contact our Privacy Officer, Gerry Guthrie, Vice President Finance.

I have read and understood this statement of Kitchener-Wilmot Hydro Inc. regarding the collection, use and disclosure of my personal information, and I hereby consent to have Kitchener-Wilmot Hydro Inc. collect and use my personal information for the purposes stated above.

Print Name

Signature

Date