

## Customer Responsibilities

We will honour our Customer Service Commitment and, in return, you agree to the following terms:

- You agree to rent the water heater from the date it was installed in the premises or, if you purchased the premises after the water heater was installed, from the date you purchased the premises.
- You agree to pay your rental charges when due, as well as interest on any late payments at interest rates we may set from time to time.
- You agree that we may change our rental charges, interest rates, service charges, administrative fees, other charges or other terms of this agreement from time to time by announcing such changes to you in advance by written communication.
- Your water heater rental bill will be sent by us to you on a quarterly basis or, if permitted by us, on a monthly basis. Your rental charges are due 15 days after the bill issue date on your bill. A bill may not be sent to you if we believe that you have a credit balance. For your convenience we have arranged the various payment options. Your payment may be made by cheque or money order payable to Reliance Home Comfort and, as long as there is no interruption in postal service, sent by mail to **P.O. Box 2305 STN A, Oshawa, Ontario, L1H 7V5**. Your account number should be included on the front of your cheque or money order. Cash should not be sent through the mail. Payments may also be made through a financial institution in the manner of your choice (including paying at an automated teller machine, through telebanking or internet banking). If you have authorized us to have your payments deducted from your bank account (a pre-authorized payment or "PAP"), we will notify you 15 days prior to the first PAP. You will only receive another bill if the amount of the PAP changes. On approximately the same day (a "PAP Date") each quarter or, if permitted by us, each month, the charges set out on your bill are due and we will debit your account for those charges and all other amounts you owe us. If the PAP Date falls on a weekend or a statutory holiday, your account will be debited on the next business day. You will pay us on demand interest on all amounts payable by you (including interest) and not paid when due, both before and after judgment, at a rate equal to 1.5% per month (or 19.6% per annum), compounded monthly. You will be charged \$25 for any cheque that is returned unpaid by your bank or for any PAP that cannot be processed for any reason.
- You agree to keep the water heater only at the premises and to maintain a convenient, safe, dry and heated location for the water heater, free of any combustible materials and obstructions for future servicing or removal. You agree to ensure the water heater is located in an area with sufficient drainage in the vicinity and that the drainage is open and unrestricted.
- You agree that if the water heater is located at premises with seasonal road access, the water heater will only be serviced or removed during the period when the road is accessible.
- If the water heater is located on an island with no road access, you agree to reimburse us on demand for all costs we incur to travel to the island.
- You agree to supply and maintain water conditioning equipment as we may recommend to resolve water quality problems, such as smelly water, iron discolouration, calcium buildup, etc. Otherwise, charges may apply for future repairs or replacement of the water heater or the availability of a rental water heater may be restricted.
- You agree to restrict servicing of the water heater to only our authorized representatives.
- If you sell your premises, you agree to inform the purchaser that the water heater is rented pursuant to this agreement. You will be released from your obligations under this agreement, effective from the date of sale, so long as (i) the purchaser is notified in the agreement of purchase and sale that the water heater is rented, (ii) you have notified us in advance of the purchaser's name and the intended date of sale, (iii) the purchaser agrees in writing or by conduct to rent the water heater on our then current terms and conditions and (iv) you have paid us all other amounts owing under this agreement. You authorize

us to respond to information requests relating to your account made by or on behalf of the purchaser.

- You agree that we are the owner of the water heater and that we are not transferring title to you. You agree to ensure that any of our identification or labeling is not removed from the water heater or covered in any manner. We may register, at your expense, our interest in the water heater against you and/or against title to the premises. To the extent permitted by law, you agree to waive any right to receive a copy of such registration and appoint us as your lawful attorney for the purpose of doing any such registrations. You agree that the water heater will remain personal property even though it may become affixed to the premises.
- You agree to be responsible for maintaining effective operation of any plumbing and pumping systems supplying water to the water heater during installation or servicing of the water heater.
- You agree to allow our authorized agents or employees to have access at all reasonable hours for the purposes of installing, servicing or removing the water heater.
- You agree to keep the water heater free of all liens, security interests, mortgages and other claims.
- To set up a new account, you will pay our account set-up fee (currently \$35). You agree to pay such fee when billed by us.
- You agree to promptly inform us of any change of your mailing address at least 30 days in advance of such change. Notice should be sent to us at **P.O. Box 2305 STN A, Oshawa, Ontario, L1H 7V5** or call us at **1-866-Reliance** or visit us at **reliancehomecomfort.com**
- If you have chosen to make your payments under this agreement by PAP, you must inform us in writing at **P.O. Box 2305 STN A, Oshawa, Ontario, L1H 7V5** or call us at **1-866-Reliance** or visit us at **reliancehomecomfort.com** of any changes in the bank account information provided to us.
- You agree that we may sell, assign, concurrently lease or otherwise dispose of, or grant a security interest in, all or part of our right, title and interest in the water heater or this agreement to anyone else, without notice to you or your consent. To the extent not prohibited by law, you will not assert against any transferee any claims, defences, set-offs, deductions or counter-claims which you may now or in the future be entitled to assert against us. This Agreement is binding upon and will enure to your respective heirs, personal representatives, successors and permitted assigns.
- If more than one customer is named on the front of your bill, you understand that each of you is individually liable, and all of you are collectively liable, for all obligations imposed on you by this agreement.

## Termination of the Rental Agreement

- If you breach any term of this agreement, we may (i) terminate this agreement and require you to immediately pay us an amount equal to the then depreciated fair market value of the water heater, determined by us on a straight-line basis in accordance with Canadian generally accepted accounting principles (assuming, for the purposes of such determination, that the water heater is valued on an installed basis without regard to the cost of removal and has been maintained as required by this agreement), plus all other amounts owing under this agreement and (ii) enter the premises and remove the water heater.
- You may (so long as you are not in default under this agreement) terminate this agreement at any time. You agree to return the water heater to us in the same condition that it was delivered to you, normal wear and tear (reflecting its age, normal use and local water conditions and assuming that it has been maintained as required by this agreement) excepted. At your option, you may request us to remove the water heater or, at your own risk, have your own qualified contractor remove it (for a list of qualified contractors in your area please call us at **1-866-Reliance**). If you choose to terminate this agreement or if we terminate this agreement because you have breached any term of this agreement, you will pay us our standard removal charges as follows: (i) our account closure charge (currently \$200, if the water heater is

one year old or less, or \$40, if the water heater is over one year old, or \$0, if the water heater is over 10 years old) plus (ii) if we remove the water heater, our drain and disconnect charge (currently \$125) or, if the water heater is drained and disconnected by your own qualified contractor, (for a list of qualified contractors in your area please call us at **1-866-Reliance**) our water heater pick-up charge (currently \$65 for a gas water heater or \$125 for an electric water heater). You will pay such charges when billed by us.

- You will not have to pay us any rental charges after you have returned the water heater and have paid us all other amounts owing by you under this agreement.
- We also retain the right to terminate this agreement at any time after giving you reasonable notice of our proposal to terminate this agreement. If we choose to use this right of termination, you may elect to either (i) request us to disconnect and remove the water heater or (ii) buy the water heater at the same price and on the same terms that would apply if you had exercised your buy-out option. You must notify us in writing of your election no later than 30 days before the date we propose to terminate this agreement. Our standard removal charges (described above) will not apply if the water heater is disconnected and removed under this right.
- You may (so long as you are not in default under this agreement) buy the rental water heater on an "as is, where is basis" without any recourse, representation, warranty or condition from us (express, implied, statutory or otherwise, except for those which are given by statute and which you cannot waive), by letting us know in writing not later than 30 days before the date you want to buy the water heater. The price at which you may buy the water heater will be equal to the depreciated fair market value of the water heater as at the date you buy the water heater (as determined by us on a straight-line basis in accordance with Canadian generally accepted accounting principles and assuming, for the purpose of such determination, that the water heater is valued on an installed basis without regard to the cost of removal and has been maintained as required by this agreement) plus all other amounts owing under this agreement. If you exercise this option and pay all amounts owing under this agreement, title to the water heater will be transferred to you and this agreement will terminate.
- Any return of your water heater must occur in accordance with the return processes and procedures as set by us from time to time. We may in our sole discretion refuse to deal with any agent or delegate you appoint to comply with any such processes and procedures.

## Liability

- We are not the manufacturer of the water heater and we make no representations, warranties or conditions as to the performance of the water heater, except for those which are given by statute and which you cannot waive. We will not be liable for any loss, damage or injury of any type (including as a result of any water leakage) arising out of or related to this agreement or caused or contributed to in any way by the use and operation of the water heater or any indirect, incidental, special or consequential damages, even if reasonably foreseeable.
- If we are unable to perform any of our obligations under this agreement because of circumstances or events beyond our control, we shall be excused from the performance of such obligations for the duration of such circumstances or events and we shall not be liable to you for such failure to perform.
- You will indemnify us from any loss or damage to the water heater for any reason (other than normal wear and tear) and all claims, losses and costs that we may suffer or pay or may be required to pay, including legal expenses, in connection with the water heater, this agreement or the use and operation of the water heater, including any claims against us for any injury or death to individuals or damage to property. You will pay, when due, all taxes and other charges imposed by any governmental authority on or in connection with this agreement, the payments made under it or the water heater.

# WATER HEATER TERMS AND CONDITIONS

## Your Consent Regarding Information

- You consent to our collection of your credit, financial and related personal information, and to the exchange of this information between us, credit bureaus, financial institutions, our subsidiaries and affiliates and other persons with whom you have had or may have financial dealings, and to our use of this information for the purposes of:

Verifying and evaluating your creditworthiness and other information you provide to us in connection with your account (including verifying your identity for regulatory

compliance purposes); establishing, servicing and collecting on your account; providing the products and services you request; providing credit references; communicating with you for these purposes; and meeting legal, regulatory, audit, processing and security purposes, and as otherwise permitted or required by law. In addition to the purposes above, we and our affiliates assume that you consent to our use of your contact information to provide you with occasional information about other products and services offered by us or our

affiliates. However, you may refuse consent for this purpose by contacting us within ten (10) days after you receive a copy of your bill, at 1-866-Reliance. To request access to or correction of your personal information, or for more information about our privacy policy, see our Privacy Policy at [reliancehomecomfort.com](http://reliancehomecomfort.com) or write to us at P.O. Box 2305 STN A, Oshawa, Ontario, L1H 7V5, attention Chief Privacy Officer.

For more details on your rental benefits call:  
**1-866-Reliance (1-866-735-4262)**  
[reliancehomecomfort.com](http://reliancehomecomfort.com)



## Our Customer Service Commitment

Under our rental water heater program, we will rent to you, on the terms outlined in this agreement, the water heater that has been installed by or on behalf of us (the "water heater") for an indefinite term, unless terminated earlier by you or us.

- Our Customer Service Commitment includes:**
- Standard water heater installation plus repairs and/or replacement of the water heater.
  - Customer Service Centre open 7 days a week, 24 hours a day to handle customer inquiries and dispatching of service requirements.
  - Reliable water heater service.
  - Competitive monthly rental rates.
  - Premium quality water heater products.
  - Water quality information and recommendations on solutions.

- Energy tips to assist you in managing your energy costs.
- No installation or extra service charges apply, except in the following circumstances or as listed in Customer Responsibilities below:
- If additional wiring, plumbing, venting or piping is required in the home to upgrade the wiring or plumbing to meet Codes or installation requirements.
- If the electric water heater requires flushing, de-liming or other repairs because of water quality conditions at the premises at which the water heater has been installed (the "premises").

- If repairs or extra service work is necessary because the water heater was connected to other equipment in the premises.
  - If repairs are necessary because of use for which the water heater was not intended.
- We have the right to restrict provision of a rental water heater based on our program eligibility criteria.