

Important information about your water heater rental agreement

Reliance™ reaches consent agreement with the Competition Bureau

Reliance Home Comfort™ has reached a consent agreement with the federal Competition Bureau regarding its residential water heater rental agreement and return policies and procedures. As outlined in the agreement signed by the Competition Bureau, Reliance does not admit or accept the allegations, facts, liability or wrongdoing put forth to the Competition Tribunal.

While we believe we conduct our business fairly and competitively and that our actions and business practices are always in the best interests of our customers, it was important for us to settle this outstanding matter. Reliance will move forward focusing on the needs of Canadian homeowners by providing the right home comfort solutions. We are pleased that this matter has been resolved and will not impact our ability to meet your needs now and in the future.

Under the consent order, Reliance has agreed to pay an administrative penalty of \$5 million and modify its residential rental agreement termination and water heater return policies in certain Ontario markets. You're receiving this notice as you reside in one of the impacted Ontario markets.

Reliance will also take steps to provide further convenience for customers, should they choose to end their rental agreement and return their heaters. These steps include:

- Eliminating the need for customers to obtain a return number before returning a rented water heater;
- Accepting water heater returns from other suppliers with properly signed agency agreements;
- Limiting fees charged to certain customers who choose to terminate their rental water heater agreements.

These changes in Reliance policies and procedures will not impact your service from Reliance Home Comfort and we will continue to be there when you need us, every minute of every day.

To view the entire consent agreement please visit the Competition Tribunal website at

www.ct-tc.gc.ca/CMFiles/CT-2012-002_Registered%20Consent%20Agreement_170_38_11-5-2014_3504.pdf

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