

# BC Hydro account guarantee

As an option to providing a security deposit to BC Hydro, a residential customer of BC Hydro (called a “Customer”) can have another BC Hydro customer (called a “Guarantor”) agree to pay an amount to BC Hydro on behalf of the Customer in the event that the Customer has an outstanding balance after terminating its accounts.

Please refer to the information on the back of this Guarantee for detailed terms and conditions of this option. Information is also available in the Electric Tariff. Visit [bchydro.com/electric\\_tariff](http://bchydro.com/electric_tariff).

The Guarantor may be responsible for paying up to \$ \_\_\_\_\_ (enter dollar amount here as provided by BC Hydro).

I understand the terms upon which this Guarantee is being provided and consent to the terms and conditions.

Guarantor name: \_\_\_\_\_

Guarantor BC Hydro account number: \_\_\_\_\_

Guarantor email address: \_\_\_\_\_

Acknowledged and agreed to this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ signed by: \_\_\_\_\_

Customer name: \_\_\_\_\_

Customer BC Hydro account number: \_\_\_\_\_

Customer email address: \_\_\_\_\_

The personal information collected on this form (i.e. signatory’s agreements to the terms and conditions) will be used for the sole purpose of administering your participation in the Guarantor program. BC Hydro maintains the latter program under the auspices of the Hydro and Power Authority Act. If you have any questions about the program, please contact BC Hydro at **1 800 BCHYDRO (1 800 224 9376)**.

## **Terms and conditions:**

The following terms and conditions add to the terms contained in the Electric Tariff with respect to the provision of this Guarantee by the Guarantor:

- 1.** **Guarantor Agreement:** By signing this Guarantee and subject to BC Hydro's acceptance of the Guarantor as specified below, the Guarantor agrees to guarantee outstanding balance up to the security deposit amount owed by the Customer when the customer account is terminated.
- 2.** **Maximum Guaranteed Amount:** The maximum guarantee amount is the Customer's security deposit. If the Customer moves to another residence within BC Hydro's service area, this Guarantee would be transferred to the Customer's new account and the maximum guaranteed amount may change to reflect the consumption at the new premises.
- 3.** **Term of Guarantee:** The Guarantor or the Customer may request that this Guarantee be cancelled if the Customer can demonstrate that they have paid in full all amounts when due for each of its account(s) for 2 years, meaning that each bill has been paid in full by the due date for the period. The Guarantor may cancel this Guarantee by providing BC Hydro with 90 days' prior notice of termination via email [scan@bchydro.com](mailto:scan@bchydro.com) or by calling us at 1 800 224 9376 (1 800 224 9376).
- 4.** **Enforcement of Guarantee:** Normal billing and dunning (credit) activities will be followed with the Customer prior to transferring a guaranteed amount to the Guarantor's account. When the Customer's account is terminated, BC Hydro will transfer an outstanding balance up to the maximum guaranteed amount to the Guarantor's account. If the guarantor does not pay the amount, BC Hydro will then follow normal collection practices with the Guarantor, including disconnection if necessary, to recover the transferred amount. These rules would apply in the event of bankruptcy.
- 5.** **General:** The Guarantor may not assign this Guarantee. This Guarantee will be governed by and interpreted in accordance with the laws of the Province of British Columbia. This Guarantee may be signed and delivered by email transmission, and, if so signed and delivered to the email address set out in section 3 This Guarantee will be for all purposes as effective and binding as if an originally signed document was delivered. The Guarantor will from time to time upon BC Hydro's request, execute and deliver all such further documents and do all such further acts and things as may be required to give effect to this Guarantee.

## **PRIVACY**

- 1.** By agreeing to the terms and conditions outlined in this document, the Guarantor and the Customer both authorize the sharing of relevant customer information in agreement with privacy requirements. This would include providing personal information to one or both parties regarding the other party's ability to continue to fulfill the terms of the Guarantee.
- 2.** The Customer may provide viewing privileges to the Guarantor of their account online to allow them to view bills and be copied on dunning notices.
- 3.** I, the Guarantor, consent to BC Hydro obtaining and disclosing credit, personal or other information about me for the purpose of determining whether to extend credit to the Customer (the "Purpose"). BC Hydro may obtain such information from, or disclose such information to, any credit reporting agency, credit bureau, collection agency, personal information agency, financial institution, bank, any party with whom I have had or may have financial relations, or any other party on a need to know basis for the Purpose. BC Hydro shall keep such information as long as is necessary for the Purpose or as required by law.