



**Customer Choice**

**Regulated Price Plan Election Form**

Please fill out this form if you want to change the Regulated Price Plan (RPP) structure that applies to the Electricity line of your bill. There are two options: Time-of-Use and Tiered.

Under Time-of-Use pricing, the price you pay for electricity depends on when you use it. Under Tiered pricing, you can use a certain amount of electricity each month at a lower price, and once that limit is exceeded, a higher price applies.

For more information on Time-of-Use and Tiered Pricing and tools to help you decide which price structure is right for you, please visit [www.oeb.ca/choice](http://www.oeb.ca/choice).

**If you have any questions about this form, please contact Festival Hydro’s customer service team by:**

Phone: 519-271-4700, Option “2”; or toll-free at 1-866-444-9370

Email: [customerservice@festivalhydro.com](mailto:customerservice@festivalhydro.com)

You will need your electricity bill on hand to enter the following information. Enter it exactly as it appears on your electricity bill. If your information is not entered as it appears on your electricity bill, we may not be able to process your form. Please submit your completed form to Festival Hydro via our online form, mail, email, or fax:

Mail :  
Festival Hydro  
PO Box 397, Stratford ON N5A 6T5

Email: [customerservice@festivalhydro.com](mailto:customerservice@festivalhydro.com)  
Fax: 519-271-7204

**Name on the Account**

**Account Number**

**Service Address**

Street

City/Municipality

Province

Postal Code



Select desired price structure:

- I am currently billed on Time-of-Use and I would like to be switched to Tiered.
- I am currently billed on Tiered and I would like to be switched to Time-of-Use.<sup>1</sup>

**Name of Submitter**

(Must be account holder/ individual authorized by the account-holder to give this Form on the account-holder's behalf)

**Signature of Account-Holder**

**Date**

---

<sup>1</sup> If you were paying Tiered prices prior to November 1, 2020, it means that your meter can't be used to bill TOU prices and you can't switch to TOU prices at this time. Please contact us with any questions.