

Festival Hydro Inc. Disconnect/Reconnect Form

1. Instructions

This online form should be filled out by the customer if they'd like to request any of the following:

- **Disconnect** - which include:

- **Temporary Disconnect** - for a period of up to 30 days
- **Permanent Disconnect** - for a period of up to 30 days
- **Reconnect** - for a period of up to 30 days

This form allows Festival Hydro to **disconnect** or **reconnect** your service by allowing our customer service department to prepare the information required to complete the request, and to ensure timely completion.

When planning work, please note, Festival Hydro's service days for the different communities we serve are:

Stratford: Tuesdays/Fridays

St. Marys - Tuesdays

Hensall/Zurich/Dashwood - 1st and 3rd Fridays of Each Month

Seaforth/Brussels - 1st and 3rd Wednesdays of Each Month

Once complete, please email form, along with all required attachments to customerservice@festivalhydro.com

NOTE: Festival Hydro typically provides this service free of charge during regular business hours (8:30am to 4:30pm Monday to Friday). If requested to occur outside of regular business hours, or if the reconnect request is not received until after 4:30pm, charges will apply.

2. Requested Date (yy/mm/dd)

3. Customer Information

3.01 Contact Information

| | | |
|--|---|--|
| A. Customer Name | - | |
| B. Customer Address | - | |
| C. Customer City & Postal Code | - | |
| D. Customer Phone | - | |
| E. Customer Email | - | |
| F. Service Request Address (if different from above) | - | |
| G. Service Request City & Postal Code (if different) | - | |
| H. Festival Hydro Account # | - | |

4. Electrical Contractor Information (if applicable)

4.01 Application Information

| | | |
|----------------------------------|---|--|
| A. Contractor Company | - | |
| B. On-Site Contact Name | - | |
| C. Contractor Address | | |
| D. Contractor City & Postal Code | | |
| E. Contractor Phone | - | |
| F. Contractor Email | - | |

5. Service Information

5.01 Existing Service Information

| | | |
|---|--|--|
| A. Does this site have an existing service? | | |
| If yes, please enter the following information | | |
| B. Type of Service | | |
| C. Existing Voltage Level | | |
| D. Existing Service Size | | |
| E. Is the purpose of this work to install backup generation | | |

6. Other Information

6.01 Other Information

A. In the comment box below, please provide any additional information related to the project that wasn't covered in the previous sections. This might include details such as work being completed and your anticipated timeline. Such supplementary details, beyond the required information outlined above, may assist Festival Hydro by offering insights into potential impacts and whether additional review or work is required before this request can be completed (e.g. service layout required).