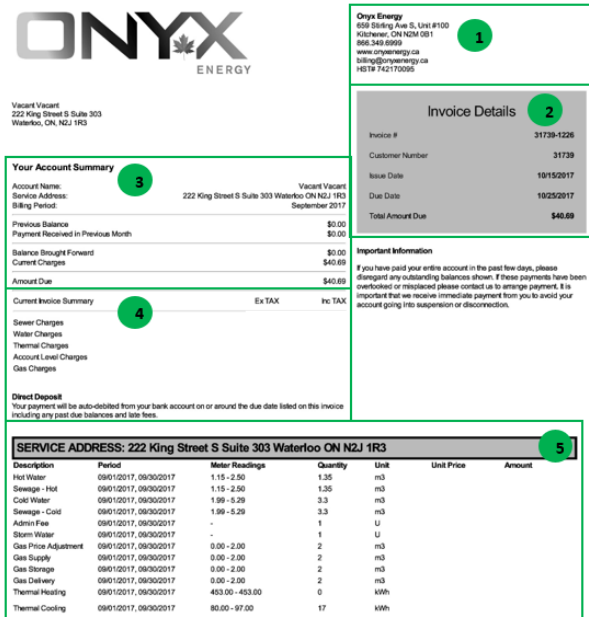


Understanding Your Invoice & Glossary of Terms



1. Contact Details
 Onyx Energy
 608 Bliding Ave S, Unit #100
 Kitchener, ON N2M 0B1
 866-349-6969
 www.onyxenergy.ca
 billing@onyxenergy.ca
 HST# R742170095

2. Invoice Details
 Invoice # 31739-1226
 Customer Number 31739
 Issue Date 10/15/2017
 Due Date 10/25/2017
 Total Amount Due \$40.69

3. Account Summary
 Account Name: Vacant Vacant
 Service Address: 222 King Street S Suite 303 Waterloo ON N2J 1R3
 Billing Period: September 2017
 Previous Balance \$0.00
 Payment Received in Previous Month \$0.00
 Balance Brought Forward \$0.00
 Current Charges \$40.69
 Amount Due \$40.69

4. Current Invoice Summary
 Sewer Charges
 Water Charges
 Thermal Charges
 Account Level Charges
 Gas Charges

5. SERVICE ADDRESS: 222 King Street S Suite 303 Waterloo ON N2J 1R3

Description	Period	Meter Readings	Quantity	Unit	Unit Price	Amount
Hot Water	09/01/2017, 09/30/2017	1.15 - 2.50	1.35	m3		
Sewage - Hot	09/01/2017, 09/30/2017	1.15 - 2.50	1.35	m3		
Cold Water	09/01/2017, 09/30/2017	1.99 - 5.29	3.3	m3		
Sewage - Cold	09/01/2017, 09/30/2017	1.99 - 5.29	3.3	m3		
Admin Fee	09/01/2017, 09/30/2017	-	1	U		
Storm Water	09/01/2017, 09/30/2017	-	1	U		
Gas Price Adjustment	09/01/2017, 09/30/2017	0.00 - 2.00	2	m3		
Gas Supply	09/01/2017, 09/30/2017	0.00 - 2.00	2	m3		
Gas Storage	09/01/2017, 09/30/2017	0.00 - 2.00	2	m3		
Gas Delivery	09/01/2017, 09/30/2017	0.00 - 2.00	2	m3		
Thermal Heating	09/01/2017, 09/30/2017	453.00 - 453.00	0	kWh		
Thermal Cooling	09/01/2017, 09/30/2017	90.00 - 97.00	17	kWh		

Your invoice is broken down into 5 keys areas. Below is a summary of each area and the information that can be found within your invoice.

- 1. Contact Details** – For Onyx Energy.
- 2. Invoice Details** – Provides quick review of invoice number, customer number, issue date, due date and total payment due.
- 3. Account Summary** – Contains billing information relating to your unit, summarizes previous, current and total payments due.
- 4. Current Invoice Summary** – Provides a summary of each service that you have with Onyx Energy and the total pre and post tax due for each service. This will included only the services applicable to your unit.
- 5. Service Address Detail** – This table lists out a detailed review of your total consumption broken down by service, the consumption used during that time (confirmed by meter readings), unit of measurement, unit price by service and total for each service.

Glossary of Terms

- **Sewer Charges** – These charges relate to sewage also known as waste water; which is produced within your unit.
- **Water Charges** – Water charges are the costs associated bringing into and your consumption of both hot and cold water.
- **Thermal Charges** – Thermal charges if applicable are the charges necessary to heat and cool your unit. These measurements are for your specific unit.
- **Account Level Charges** – These are the charges associated with your account which may include the following (not limited to) administration fees, late penalties and meter fees.
- **Gas Charges** – These charges are summarized if applicable including but not limited to gas supply, gas storage and gas delivery to supply your unit with natural gas as consumed by your individual unit.
- **Storm Water** – Storm water is all water which is collect during rain and snow melting which is collected in storm drains which is moved via pumping to bodies of water to avoid flooding.
- **Measurement of Thermal Energy (ekWh)** – Measurement which is equivalent to kilowatt per hour.
- **Measurement (kWh)** – Electricity is noted on your invoice as being measured by kilowatt's per hour (kWh).
- **Measurement (m3)** – Water and gas consumption are measured in meters cubed (m3).
- **Period** – This is your billing cycle which is typically 30 or 31 days during each billing cycle
- **Meter Readings** – These readings are your unique readings for each meter as applicable, includes your start and end read during your billing cycle.
- **Quantity** – This totals the meter reads for each service as applicable.
- **Unit** – This is the unit of measurement that your services are measured in. Note “U” indicates unit, meaning “1”.
- **Unit Price** – This is the unit price for each services and/or your account level charges.
- **Amount** – This is the total based on your consumption (quantity) multiplied by the unit price by each service.

Frequently Asked Questions

Q. How do I sign up for my account with Onyx Energy?

A. Please visit the Tenant portal www.onyxenergy.ca/portal or visit the Onyx Energy APP (available from the APP store, for Android and iOS). Please note that during this time your fees (security and account fees, if applicable) will be due.

Q. How do I receive my monthly invoice from Onyx Energy?

A. Your bills are generated and sent by email and sent to the email address we have on file for you. Should you need to update your email address, please visit the Tenant portal www.onyxenergy.ca/portal or visit the Onyx Energy APP. Please contact billing@onyxenergy.ca if you wish to receive paper copies of your invoices, (additional change may apply).

Q. How do I pay my monthly invoice?

A. During the account set up there is an option to sign up for pre-authorized payments to be automatically debited from the bank account of your choosing. Credit Card processing is also available (additional change may apply). If you wish to explore other payment options please contact us.

Q. How often am I billed?

A. Our billing cycle is 30 or 31 days depending on the billing month. In some cases, the billing cycle may be less if a move-in or move-out takes place part way through a billing month.

Q. Where can I review my consumption data?

A. Consumption data can be reviewed by downloading our Mobile APP. To review consumption please select **summary of account**.

Q. What do I do when I am preparing to move?

A. Please visit our Tenant portal www.onyxenergy.ca/portal or visit the Onyx Energy APP. Please select move-out and follow the prompts.

Q. Am I billed for my consumption only?

A. Yes, your unit is equipped with unique meters for your unit and measures only the consumption that you use during your billing period.

Q. My invoice shows more than one meter per service, why is this?

A. Depending on the size of your unit and configuration two units for one service (thermal energy) may be required. You will be invoiced for only the consumption that you use.

Q. How do I update my contact info?

A. Please visit our Tenant portal www.onyxenergy.ca/portal or visit the Onyx Energy APP.

Q. What do I do if there is an issue with my service and outage or an emergency?

A. If the emergency is potential life threatening you are encouraged to call local authorities or 911. If you have a service interruption that was not initiated by Onyx Energy, please contact your Building Manager/Owner.

Q. If I have questions regarding my invoice or general questions whom do I contact?

A. You can contact Onyx Energy by using the **contact us** feature on our on our Mobile APP, by visiting our website at www.onyxenergy.ca, calling 866-349-6699 (select billing option) or by emailing, billing@onyxenergy.ca