



# LANDLORD Information Package

Proud to Partner with  
our Customers



## How Can We Help You?

At ENWIN, we value you, our landlord customers, and understand that you have unique information needs. We want to give you the power to manage the electricity and water services to your rental properties.

Customer Service Representatives are available to answer your questions about our electricity and water operations, Monday to Friday, 8:00 a.m. to 5:00 p.m. in our on-site call centre at 519-255-2727.

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## Contact Us

A specialized team is available to answer any questions you may have about your rental properties, at [landlord@enwin.com](mailto:landlord@enwin.com).

For more general information, or if you wish to speak directly with a Customer Service Representative, please use one of the self-serve phone options below. We would be happy to help you.

**Phone: 519-255-2727**

**Option 1** Hydro and/or Water Emergencies  
**Option 2** Billing, Credit and Account Inquiries  
**Option 3** Water Service Requests

**Option 4** Technical Services  
**Option 5** Water and/or Hydro Locate  
**Option 6** Conservation Programs

**Fax:** 519-255-7423

**Email:** [info@enwin.com](mailto:info@enwin.com)

**Web:** [www.enwin.com](http://www.enwin.com)

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## Locations and Mailing Address

### Business Offices

787 Ouellette Avenue  
P.O. Box 1625, Station A  
Windsor, ON N9A 5T7

### Office Hours

Monday to Friday  
8:30 a.m. – 4:30 p.m.

### Operations Centre

4545 Rhodes Drive  
P.O. Box 1625, Station A  
Windsor, ON N8W 5T1

### Office Hours

Monday to Friday  
7:30 a.m. – 4:00 p.m.

## What YOU Need to Know

Here are some important facts that may impact you:

	IMPORTANT FACT	WHAT DOES THIS MEAN FOR YOU?	WHAT CAN YOU DO?
1	ENWIN will provide service to any person that is at age of majority and willing to be financially responsible.	The owner of the account and the tenant may not be the same person.	Have your tenants sign a <b>"Tenant Billing Consent Form"</b> to allow us to answer account related questions if you call.
2	ENWIN may require tenants to provide a signed copy of their lease agreement prior to setting up a new service.	This could add delays in setting up a new account if the lease agreement is not readily available to the Tenant.	Ensure that your tenants have a copy of your lease agreement readily available to them.
3	ENWIN will not setup a new account for a customer with arrears from a prior or current ENWIN account.	If a new customer does not register for an account within 7 days of the previous account being closed, the service will be disconnected. This may cause damage due to frozen pipes or appliances left in the on position upon reconnection. EnWin will not be responsible for any damages.	To avoid set-up fees, sign up for a Continuous Service Agreement (CSA) using ENWIN's <b>"Landlord Vacancy Interim Plans Form"</b> . Accounts are automatically reverted into your name if a property becomes vacant and ensures no disruption of service.
4	A lien will be applied to the tax roll of a property owner for any water or waste water charges that remain unpaid for more than one year.	As the property owner, you are ultimately financially responsible for any water and waste water charges that are not paid by your tenants.	Have your tenants sign a <b>"Tenant Billing Consent Form"</b> to allow us to answer account related questions you may have when you contact us. You could also consider putting the account in your name.
5	ENWIN does not know when your contact information has changed	If your mailing address or phone number in our system is out of date, you may be missing out on important events or changes that could impact you.	Contact ENWIN to verify that your contact information is current and remember to <b>call us at 519-255-2727</b> or email at <a href="mailto:landlord@enwin.com">landlord@enwin.com</a> if your contact information changes.

ENWIN policies and forms are included within this package and can be found online at:

<http://enwin.com/policies-and-forms-residential/>

## Your Personal ENWIN Connection

ENWIN provides customers with an easy to use online tool where you can access your account information 24 hours a day, 7 days a week.

- Register for e-Billing and go Paper Free
- Create multiple account profiles
- Sign up for pre-authorized payments
- Track household consumption using easy to read charts
- Subscribe to receive consumption alerts and account reminders
- Receive general and emergency notices
- Understand your usage patterns

Visit [www.enwin.com](http://www.enwin.com) to sign up for paperless billing today! You will receive an email when your bill is available to be viewed online. No more paper bills in the mail.

## The Power to Respond

We have a strong customer support system in place, and are pleased to offer services that make it both easy and enjoyable for our customers to do business with us.



## Property Liens

If you require your tenants to register the utilities in their name, you may still be held financially responsible for overdue water and waste water charges of your tenants.

According to the **City of Windsor Act 1936, Chapter 87, Section 13, and under the provisions of the Municipal Act 2001, Sections 1 and 398(2)**, all water rates and charges constitute a lien against the property to which the services were supplied and are collectable in the same manner as taxes.

A lien can appear on the tax roll of the property owner for any water or waste water charges that remain unpaid for a period of one year. We want to make sure you are aware of any potential lien on your property

### First Letter - Information Notice of Non-Payment of Water Service

If there is a potential lien against your property, ENWIN will first reach out to you with a letter to ask if you have additional information about the previous owner/tenant that could help us collect on the outstanding balance. Unfortunately, without a "Tenant Billing Consent Form", ENWIN is not able to discuss the amount of the balance with you at this time.

### Second Letter - Lien Notice Due to Non-payment of Water Service

If the previous owner/tenant's outstanding balance remains after one year, the arrears will be transferred to the City of Windsor to be added to the taxes of the property. An additional administration fee of \$45 will be added by the City of Windsor to the amount owing. At this time, we will send a letter to inform you that this transfer has occurred and the amount owing.

## Electric Safety

The safety of your Tenants and your Property are important to us. Before reconnecting an electric service to your home, do the following safety checks:

- Make sure all appliances are turned off.
- Clear any combustible materials (paper, clothing, etc.) away from electrical outlets and appliances with heating elements (ovens, stoves, space heater, baseboard heaters, etc.)
- Turn your furnace and/or central air conditioning off and wait for power to be restored before turning on.
- Make sure your smoke and carbon monoxide alarms have fresh batteries and test them to ensure they are working.

**Electrical Safety Authority (ESA) inspection** is also required before reconnecting an electrical service that has been **modified** or **disconnected for six months or longer**. ESA inspection is required to ensure that your electrical system is safe before power is reconnected.

Call 1-877-ESA-SAFE (1-877-372-7233) or visit [www.esasafe.com](http://www.esasafe.com) for additional information.

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## Protecting your Pipes when your Properties are Vacant

Cold weather can cause water pipes to burst and damage your rental properties. Avoid frozen pipes and costly repairs by preparing your properties for the winter:

- Disconnect hoses and winterize your exterior taps
- Insulate foundation openings and close crawl space vents
- Install plumbing in a heated space
- Protect your water meter from weather damage
- Ensure your main water shut off is accessible and that it works

For further information go to our website: [www.enwin.com](http://www.enwin.com) or [www.wuc.on.ca](http://www.wuc.on.ca).

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## The City of Windsor

If you are looking for City of Windsor services or information, 311 is the only number you need to remember.

Operators can provide answers to your questions or generate service requests for a full range of City of Windsor services, from detours and construction to parks and recreation, from building and planning to licensing and registration, and more. No more looking through hundreds of phone numbers, getting lost in voice mail wilderness, or wondering if anyone will respond to your request.

Call 311 or visit [www.citywindsor.ca](http://www.citywindsor.ca) for additional information.

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## Energy Conservation is easy with ENWIN!

ENWIN offers numerous residential and commercial programs to help you conserve energy. Visit us at [www.enwin.com](http://www.enwin.com) for energy saving tips and conservation program information.

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## Summer Water Usage

Between May and October, waste water charges are based upon the lesser of your actual registered water usage or your winter average usage. If you are filling a pool, we recommend that you do it after May 1 to take advantage of lower water waste rates.

## Outage Information

Rest assured that our operators are watching the system and responding appropriately to maintain power across our service territory. You can keep up-to-date during an outage by visiting our outage map online.



**Visit our outage centre at [www.enwin.com](http://www.enwin.com)**  
Our outage map offers news about current outages.

Click on a highlighted neighbourhood for more details. If you power is out and your neighbourhood is not highlighted, please contact us.

Our customer service centre is open 8:00 a.m. to 5:00 p.m. on weekdays at 519-255-2727. This number can also be used to report an outage after hours.

OR follow us on Twitter @ENWINutilities  
Note: ENWIN's Twitter account is monitored only during normal business hours and during major power outages.



## The Power to Restore

We partner with other first responders to ensure a quick recovery for homes and businesses hit by major storms and disasters.

## ENWIN Protects Your Privacy

ENWIN understands that personal information is extremely sensitive and recognizes the need to protect the privacy of individuals who interact with ENWIN.

Upon set up of your account, you were asked to provide us with some identifying information. On an ongoing basis, you'll be asked to validate this information.

There is an opportunity for you to provide a password if that is your preference.

All personal information provided to us will be used only to assist with the administration of your account and/or delivery of services pursuant to applicable privacy legislation. For detailed information on our privacy policy, please visit our website at [www.enwin.com](http://www.enwin.com).



## Welcome to ENWIN!



### The Power of Partnership

ENWIN is committed to providing you, our customer, with safe and reliable energy and water services in a cost-effective manner.

