

**ANNEXE B**  
**VERSION ANGLAISE DU TEXTE PROPOSÉ**  
**AUX CONDITIONS DE SERVICE D'ÉLECTRICITÉ**



11.13 A customer who has not been assigned a credit rating by one of the agencies listed in Schedule VII and disagrees with the credit rating assigned by Hydro-Québec may ask to have a recognized credit-rating agency perform a new risk analysis based on the financial information already supplied. The customer shall indicate the grounds of its disagreement concerning the application of Schedule VII in writing and in sufficient detail. Such a request neither suspends nor prevents the application of the terms and conditions provided in sections 11.14 to 11.16 on the basis of the risk analysis done by Hydro-Québec.

The customer shall pay for the new analysis before the credit-rating agency starts its work. If the credit-rating agency assigns a credit rating that changes the results of the application of paragraph 2 of Section 11.10 in the customer's favor, Hydro-Québec will reimburse the cost of the analysis within 30 days.

This section does not apply when the service contract is deemed high-risk due to failure to pay a bill, as set out in paragraph 4 of Section 11.10.

11.14 For a risky or high-risk service contract, all bills must be paid in Canadian dollars, within five (5) business days of the billing date.

11.15 For a high-risk service contract, Hydro-Québec sends the customer weekly bills based on estimates.

Each month, Hydro-Québec reconciles the energy, power demand, options and services in accordance with the electricity rates. The amount of any adjustment is credited or debited to the customer's bill.

11.16 For a high-risk service contract, a cash deposit or a guarantee may be required by Hydro-Québec. Any deposit or guarantee is payable within eight (8) days of Hydro-Québec's request and may not exceed a sum equal to the highest estimated billing for power and energy, including all taxes, for twelve (12) consecutive days within the 12-month period following the date on which the amount of the deposit or guarantee is established. Section 9.4 applies to deposits paid by customers pursuant to this division.

11.17 Section 11.14 ceases to apply when the service contract has no longer been risky within the meaning of Section 11.10 for at least two (2) consecutive quarters.

Sections 11.15 and 11.16 cease to apply when the service contract has no longer been high-risk within the meaning of Section 11.10 for at least two (2) consecutive quarters.

In all cases, these provisions cease to apply at the end of the monthly consumption period following the date of receipt of a written notice to this effect from Hydro-Québec. Any deposit or guarantee provided pursuant to Section 11.16 is then refunded to the customer as per Section 9.8, with any necessary adjustments.

12.5 Where Hydro-Québec intends to interrupt the service or delivery of electricity of a customer for a domestic use contract who does not pay his bill on time, it gives the customer an overdue notice advising him of the possibility of an interruption of service, at least 15 clear days before the notice of interruption is sent.

Where Hydro-Québec intends to interrupt the service or delivery of electricity of a customer for a general use contract who does not pay a his bill on time, except for large-power customers deemed to be high-risk within the meaning of Section 11.10, it ~~sends~~ gives the customer an overdue notice advising ~~the customer~~ him of the possibility of an interruption of service, at least eight (8) clear days before the notice of interruption is sent.

In all cases, this overdue notice must be sent by any means making it possible to prove the notice was sent.