

# Important news about your rental water heater account

## What's changing?

Currently, your water heater rental charge is being billed by Hydro Ottawa on behalf of **Reliance Home Comfort™**. Effective December 2015, Reliance Home Comfort will begin billing you directly for your water heater rental.

## When is all this happening?

Here are a few key dates to circle on your calendar:

- **December 1, 2015** – Direct all equipment or service inquiries to 1-866-RELIANCE (1-866-735-4262)
- **December 2015** – You will receive a Hydro Ottawa electricity bill including your final water heater rental charge up to and including November 30, 2015.
- **January 2016** – You will receive your first Reliance water heater rental statement that will cover the period from December 1, 2015 to February 29, 2016. Reliance bills on a quarterly basis.

If you are a Hydro Ottawa pre-authorized payment plan or E-Billing customer, please call 1-866-RELIANCE (1-866-735-4262) or visit MyReliance at [reliancehomecomfort.com](http://reliancehomecomfort.com) once you've received your January invoice. We will help set up your payment method.

Thank you for continuing to be part of our family of 1.6 million customers across Canada who enjoy the comfort and protection provided by Reliance products and services. **If you have any questions about your account or rental water heater, please call us at 1-866-RELIANCE (1-866-735-4262).**



**We're not comfortable until you are.™**

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