

# IMPORTANT NEWS ABOUT YOUR RENTAL WATER HEATER RATE

On May 1, 2014, your equipment rental rate will increase to \$12.70 per month from \$12.34. This increase will be applied to the first billing statement issued to you after May 1, 2014. All the other terms and conditions relating to the rental of your water heater will remain the same, including all of our obligations to you and your right to terminate this agreement. The latter is without penalty to you until the effective date.\*

Rest assured, that among major suppliers, **Reliance Home Comfort™** offers some of the most competitive rental rates and flexible programs to best service your changing needs.

As a rental water heater customer you'll enjoy peace-of-mind in knowing your monthly budget is protected from unexpected, costly repairs, parts and labour.\*\*

## You're 100% covered with Reliance™

Like you, over 1.3 million homeowners rent water heaters from **Reliance Home Comfort™**. Our customers saved millions in repair costs last year alone.†

TYPICAL REPAIR COSTS	RENTAL	OWNED
REPLACE VENTOR	NO CHARGE	\$884 + TAXES
REPLACE IGNITOR	NO CHARGE	\$327 + TAXES
REPLACE DIP TUBE	NO CHARGE	\$327 + TAXES
REPLACE ANODE	NO CHARGE	\$327 + TAXES
REPLACE GAS VALVE	NO CHARGE	\$644 + TAXES

† Repair costs are based on Reliance's fee guide for service of non-rental type equipment.

\* Terms and conditions include our service commitment to you, your responsibilities and your right to cancel at any time.

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\*\*Subject to standard rental program terms and conditions.

Remember your rental water heater service includes:

- **FREE water heater replacement – should it be unrepairable as a result of normal use \*\***
- **All repairs, parts and labour as a result of normal use are included throughout the life of your equipment \*\***
- **Live telephone support 24/7/365, for your service inquiries**
- **Priority service – our large network of qualified, licensed technicians provide guaranteed support**

By renting with Reliance, you will always benefit from excellent rental value. Plus, you can rest easy knowing your water heater is backed by an industry leader.

**If you have any questions about this rate increase or your rental water heater, please call us at 613-738-2300.**

