



Dear Occupant,

Welcome to CARMA - Canada's national submetering and billing solutions company. We look forward to supporting you as your submetering provider. As we launch our onboarding program, please find below a number of key details:

- **First Invoice** | Your first invoice will be issued 4-6 weeks after your date of occupancy.
- **One-Time Set-Up Fee** | Your initial invoice will include a one-time "Occupancy Set-Up Fee" in the amount of \$50.00.
- **Paperless Invoicing** | Upon receiving your first invoice, we recommend you sign up for online invoices. Please find below instructions:
 1. Visit: <https://www.carmabillingservices.com/customer-connect/>
 2. Click: View Your Bill
 3. Select: Sign Up
 4. Insert: Account Number and Street Address
 5. Follow Prompts
- **Deposit** | Your initial invoice will include a deposit in the amount of \$150.00. In order to have this deposit waived, please sign up for Pre-Authorized Payment below.
- **Pre-Authorized Payment** | Please sign up: <https://carmaplus.ca/CarmaBilling/PAPForm.aspx>.
- **Moving In?** | Please complete the enrollment form: <https://carmaplus.ca/CarmaBilling/EnrollmentONForm.aspx>. Your first invoice will be issued 4 - 6 weeks after your occupancy date.
- **Moving Out?** | Please complete the moving form: <https://carmaplus.ca/CarmaBilling/MovingForm.aspx>. Any credit balance on you account will be refunded to you 6 - 8 weeks after your final invoice due date.
- **More Information?** | Please visit our website and view our FAQ's and interactive bill.

At CARMA, we strive to provide "best-in-class" customer service. We are here to help! If you have any questions, please contact our Call Centre Monday – Friday between 8 AM – 5 PM at 1-888-298-3336 or email us at info@carmacorp.com.

If you have any questions, don't hesitate to contact us.

Kind Regards,

The CARMA Team

CARMA Corp.

Telephone Number : 1-888-298-3336

Website : www.carmabillingservices.com

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