

# Q & A

## COMMONLY ASKED QUESTIONS

### 1. Who is Summitt Home Services?

Summitt Home Services is Canadian owned & operated company providing home and energy related services to over 100,000 homes and business in Ontario, Quebec, and British Columbia. Summitt's management team has over 100 years of experience providing services to homes across Canada.

### 2. Why Enroll in Summitt's Hot Water Rental Tank Program?

Renting from Summitt is cheaper, easier and better than with other companies. Until recently there was a limited choice for your hot water tank rental and service.

Summitt Home Services offers you an alternative with:

- Significant cost savings
- Improved services
- Billing remains on your utility bill
- 24/7 emergency service with all parts and labour included

### 3. Am I covered if my water heater needs to be serviced or replaced?

YES! With Summitt Home Services you are covered for the long term, PLUS you save money. We are responsible to ensure your tank is working properly and to replace it as is necessary to provide these services.

### 4. What if I move?

No Problem! Just like today, hot water tank rentals stay with the home, and you have no further obligations or concerns.

### 5. Will I be billed by Summitt Home Services ?

No. You will continue to be billed by Enbridge Gas Distribution and Summitt Home Services water heater rental charges will appear in the Other Companies section of your Enbridge Gas Distribution Bill.

### 6. Are there any additional charges ?

No , there are no any hidden charges. You will pay only the monthly rental fee which will be reflected on your Enbridge Gas Distribution Bill.

## More Energy & Environmental Savings with Condensing Tankless Water Heaters !

ENDLESS HOT WATER HEATER  
NEVER LOOKED SO GOOD



## Tankless water heaters

The wave of the future



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