

MFIPPA Access to General Records Request Form

If you are seeking information relating to your Alectra Utilities account, please do not submit this Form – instead, you can create an online account. Here you can find your account information, electricity usage data, and other useful information to manage your Alectra Utilities account. You can also contact Customer Service at 1-833-253-2872, or in writing to Alectra Utilities (mailing address: 55 John Street North, Hamilton, Ontario, L8R 3M8), and our customer service representatives will assist you.

Please note that a request under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) must be for records that are in the custody or under the control of Alectra Utilities – a request under the MFIPPA does not provide answers to general questions or queries.

**A \$5.00 application fee is required for all requests.
Please attach to this Form a cheque made payable to Alectra Utilities Corporation**

First Name:	Middle Name:	Last Name:
Address:		
Phone:	Email:	
<p>Detailed description of requested records</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>		

(Signature)

(Date)

FOR INSTITUTION'S USE ONLY:

Date Received	Request Number	Comments

Personal information contained on this form is collected by Alectra Utilities in support of its obligations under the Electricity Act, 1998 and the Ontario Energy Board Act, 1998, applicable Ontario Energy Board Codes and Rules, associated policies, standards and procedures and its electricity distribution license. Use and disclosure of the personal information shall be governed by the MFIPPA. Questions about this collection should be directed to Alectra Utilities' Privacy Officer, 2185 Derry Road West, Mississauga, ON L5N 7A6; email: privacy.officer@alectra.com

Instructions for Completing MFIPPA Access to General Records Request Form

Many records are available to you without making a request under the MFIPPA. You may wish to check Alectra Utilities website before making a Freedom of Information (FOI) request. You may also contact our Customer Service at 1-833-253-2872 and our customer service representative will determine whether you need to make a formal request using this form.

If you cannot locate the information, you are looking for online, then you can submit a request under the *MFIPPA*, as outlined below:

1. Please enter your contact information.
2. Please enter the description of records requested. Provide as much detail as possible about the requested general records. Use a separate sheet of paper if you need more space and attach it to this form. Specify the time period for the records as precisely as possible.
3. Sign and date the application and forward with the \$5 application fee to Alectra Utilities' Privacy Officer, 2185 Derry Road West, Mississauga, ON L5N 7A6. Make cheques payable to Alectra Utilities Corporation. Alectra Utilities may charge additional fees for responding to your request and, if so, will advise you in advance of such costs. Keep your request simple, clear, and focused to reduce processing time and avoid fees.

Next Steps

We review your request, making sure that your request is for information that Alectra Utilities holds. We may contact you to clarify your request. If your request is for records held by Alectra Utilities and clear, we will contact you and let you know when you can expect to have your request fulfilled. The MFIPPA requires us to respond to your request within 30 business days of receiving it.

We work with record custodians within Alectra Utilities to search for and gather the records responsive to your request. If your request captures a large number of records, we may take longer to respond. We may also extend the response timeline when we are required to consult with another third party if the request captured information about them. We will inform you of any extensions.

We review the records and can withhold information that meets one of the exceptions to disclosure listed in the MFIPPA. If a record has information we cannot provide, we redact that information, and mark it with the relevant section(s) of the MFIPPA that explains why we withheld the information. If a record has several sections of information we cannot provide, we may refuse access to that entire record.

We prepare our response package and respond to your request in one of four ways:

- i. We provide you the information
- ii. We provide you the information with redactions
- iii. We do not provide you the information (i.e., is completely withheld)
- iv. We neither confirm nor deny the existence of the information

In cases where we have withheld information, we must let you know the reasons why by indicating which sections of the MFIPPA are being relied upon to withhold the information. For all responses we also provide you with the contact information for the Information and Privacy Commissioner of Ontario should you wish to challenge the response.