

westvillage tower two
ETOBICOKE

Your Guide to Moving In

TRIDEL
BUILT FOR LIFE



At Tridel, we understand that you're moving more than just your "stuff". You're moving you. And that involves a great deal. We've helped thousands of people move into their new homes with ease. While it's exciting, we also appreciate that it's a lot of work. So remember, we're here to help and we hope this is a good start.

Once again, congratulations and welcome to your new home. Welcome to Tridel.

Helpful Documents and Other Links

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Below are links to documents that outline important information as well as things you need to take care of at least two weeks before your moving date.

[Your Homeowner Orientation - What to Expect](#)

[Del Condominium Rental - Help Manage or Rent Your Home](#)

[Top 10 Items to Take Care of Before your Move](#)

[Your Checklist for Moving](#)

[Survival Kit for your Moving Day](#)

[Change your Address with Service Canada](#)

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Home Orientation

Allow me to introduce myself.
Your new home.

The logo for Tridel, featuring the word "TRIDEL" in a bold, white, sans-serif font, with a stylized triangle above the letter 'I'. Below it, the phrase "BUILT FOR LIFE" is written in a smaller, white, sans-serif font. The entire logo is set against a solid red rectangular background.

At Tridel, we have the privilege of witnessing the burst of “new home pride” every day, and it’s something that we never take for granted. We want the first time you see your home to be the best experience possible. We’ve created your Homeowner Orientation to be just that. We’ll be calling you soon to schedule yours.

What is it?

Your Home Orientation is an incredible introduction to your new home and community. You’ll have the first walk through of your home and tour all the amenity spaces of your condominium. Take advantage of the opportunity to meet your Del Property Management team before your move in and learn how to navigate the condo lifestyle - from booking your party room to easy recycling practices.

When it is?

Your Orientation typically takes place 1 month before your occupancy date (and no later than one week before) and lasts between one to two hours. It’s scheduled during normal business hours while both Customer Care and Construction personnel are on-site. If you have a schedule that makes this difficult, we’ll arrange an after hours or weekend appointment.

The gap between your appointment and your move in date allows time for trades to correct most of the concerns that we may find. While we make every attempt to have your home complete, there are sometimes circumstances such as limited craftsmen or material delays, which delay the correction of concerns within your home.

Please note that the Orientation never occurs after you have occupied the home.

CAN'T MAKE IT? If you already know that you’ll be unable to attend your orientation, please fill out our Designation of Agent form beforehand, so that a designated person can conduct the appointment for you.

RUNNING LATE? Please call if you’re going to be late. We’ve set aside two hours for your appointment and would hate to rush a good thing. Depending on the day’s schedule we may or may not be able to accommodate you.

NEED TO RESCHEDULE? Please provide 24 hour notice if you need to reschedule. A “no show” results in Customer Care conducting the appointment on your behalf.

As a courtesy, we’ll provide a reminder phone call or email the day prior to your appointment.

Where is it?

Your Orientation will take place on site. You'll be directed to designated parking within the community or given clear direction to the lobby and concierge from street access, where a member of our Customer Care team will meet you and start your tour.

Why is it important?

There are two basic goals of your orientation.

To be sure that the physical construction of your home meets your expectations.

While we pay the utmost attention to detail and we want to get it right, a second set of eyes is always welcome. We encourage you to ensure that all of the features and finishes you've specified for your new home are correct.

To ensure that you receive the maximum performance from your home.

While the condominium lifestyle is a carefree one, there are some maintenance responsibilities that come with it. Your Orientation will demonstrate the operation and maintenance of all your homes systems including climate control and appliances. Preventative maintenance and warranty coverage will be explained as well.

Who's there?

From our end, a Tridel Customer Care Representative will conduct your orientation. Our staff has been skillfully trained in this discipline by our Warranty Supervisor.

From your end, we encourage you (rather than a designate) to personally attend this appointment. It's a bit of an intensive "workshop" on your new home with a lot of information, and for that reason we suggest only bringing one or two others to join you.

How does it work?

Your Orientation is very detailed and a clear path of communication is crucial for the successful completion of your home. While we've significantly reduced the amount of paperwork throughout the process, below is an outline of the documentation that we deem necessary in making things run as smoothly as possible.

CHECKLIST - We have an Orientation checklist to ensure that nothing is overlooked. This helps standardize our process and ensure that we haven't missed anything. Your Customer Care Representative will review this checklist at your appointment.

CCP FORM - The Certificate of Completion and Possession is required by the TARION Warranty Corporation and is necessary to close your suite. During the inspection, the warranty sticker in the CCP is removed and placed on the electrical panel in your new home. Once you've completed your inspection, you'll be asked to sign the CCP. One copy of the CCP form is for your records and another copy will be sent to TARION Warranty Corporation to activate your warranty. Please present a copy of this form to your lawyer.

HOME INSPECTION FORM - This is a written form consolidating all the details of your walkthrough that require attention. You'll be provided with a copy of this form as well for your personal records. Concerns are later reviewed and entered into our electronic database to ensure efficient correction.

HOME CARE GUIDE - This guide includes details on caring for your new home as well as manufacturer's instructional information for items such as the alarm panel & thermostat. We suggest you review it at your convenience. It can almost always save you a visit to Property Management and rectify concerns quickly and painlessly.

What can I do?

Before your visit, review your Agreement of Purchase and Sale, including the finishes and features specifications as well as any Personal Selections. We'll have a copy on hand to ensure that everything specified has been completed. Please remember to wear proper footwear (closed toe) as our visit covers the entire home, which may include areas of construction. Occasionally, some amenities may still be under construction, prohibiting access.

Who will take care of me?

Our representatives attend to warranted deficiencies submitted through written forms during the warranty period.

When will we see you again?

Our next visit after you've moved in is your Home Care and Warranty Review. This ensures that you're comfortable with all of your homes technical maintenance requirements and provides another chance to follow up on any outstanding concerns. We'll contact you to arrange this shortly after you've gotten settled.

Goodbye (for now).

We strongly emphasize the importance of this orientation. We've learned that the time and effort put towards learning how to maintain your home has extremely long term rewards. As always, we strive to provide you with good information so that you're able to make informed decisions regarding your home. We look forward to seeing you soon.

Peace of Mind. Del Condominium Rental



Recently, many of our customers have been asking a number of questions about how they can manage their suite during Interim Closing and before Final Closing, when they actually take ownership or "title" of their home.

As you are aware from your Agreement of Purchase & Sale, customers potentially interested in renting their suite are unable to do so until after Final Closing. However, as a result of our customer's feedback, I would like to introduce you to Del Condominium Rentals(DCR); our sister company focused specifically on providing you the opportunity to begin renting your suite earlier, right from Interim Closing.

DCR – a proud member of the Tridel Group of Companies - is the leader in the condominium rental industry; with over 1,400 suites across the GTA in their portfolio and over 20 years experience.

While DCR is required for every customer who will be renting their suite during the Interim Occupancy period, their success allows them to maintain a relationship long after we complete the community. Their focus is to maintain the investment asset by providing the following services:

- Marketing and advertising of your suite
- Tenant Screening
- Maintenance and Repair
- Accounting
- Insurance Coverage
- Compliance Enforcement
- Revenue Retrieval



In addition, DCR will maintain a coordinated presence on-site at West Village with staffing and a rental model suite for viewing. A dedicated team of employees will work hard to ensure that you receive a maximum return on your investment. When you partner with DCR you are providing yourself the opportunity to have a stress free investment experience. Now that's Peace of Mind.

We have started communicating with interested residents for West Village and with occupancy starting in less than 90 days, we urge you to call DCR now so you can provide yourself the maximum opportunity to begin realizing a return right from Interim Closing.

To learn more about DCR and how to join the Del Condominium Rentals Management Program, you can call Theresa Imeneo at 416.558.1728 or email timeneo@delrentals.com or visit their website at www.delrentals.com.

Top 10

Before you move in “to do” list.

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1. Ensure that you've booked the elevator for your move with your West Village Property Management Team via email at westvillage.admin@delcondo.com or 416-792-4782.
 2. Contact moving company and arrange for a scheduled date and time
 3. Order moving supplies, if you'd like to start prepacking some items on your own
Typically it takes about 8 hours to pack a three bedroom house, so allow yourself an extended amount of time, if you pursue this task on your own.
 4. Arrange for storage or sale of unnecessary items that you decide not to bring to your new home
 5. Notify Canada Post of your change of address
Permanent address change within Canada for 6 months is approx. \$30 (plus applicable taxes). This service forwards your mail to a new address for a six month period.
 6. Notification of your change of address to the following:

√Doctor / Dentist	√Bank	√Work	√Memberships
√Lawyer	√Schools	√Credit Cards	√Fitness Institutions
√Accountant	√Veterinarian	√Family / Friends	√Daycare
 7. Change your address on your (1) driver's license, (2) vehicle registration and (3) OHIP
These changes may be done online at a Service Ontario Kiosk
- The Ministry of Transportation regulates that you notify them of your move within six days of changing your address. The Ministry of Health advises that failure to notify them of your new address may affect your health coverage.
8. Change your address for any magazine or newspaper subscriptions
 9. Disconnection of existing alarm company servicing
 10. Disconnect and reconnect utilities to your new home address
Please note that your lawyer will receive all required documents to initiate your utilities at Ventus as they are separately metered.

Your Checklist for Moving

Send change to address to:

Utilities:	Electric	Gas
Water	Telephone	Fuel
Professional Services:	Doctor	Dentist
Chartered Accountant	Lawyer	Broker
Publications:	Newspapers	Magazines
Established Business Accounts:	Dry Cleaner / Laundry Service	Drug Store
Diaper Service	Water Softener Service	Credit Cards
Government & Public Offices:	Provincial Motor Vehicle Office	Social Insurance Number Administration
Post Office		
Insurance:	Life Insurance	Automobile Insurance
Home Insurance	Health Insurance	Other
Miscellaneous:	Relatives & Friends	Organizations & Clubs
School(s)	Landlord if you are a tenant	Tenants, if you are a landlord
Church		

Before the Move:

Empty Freezer	Defrost freezer & refrigerator	Remember cable TV arrangements
Clean rugs or clothing		
Order Final Reading of:	Gas / Oil	Electric
	Water	Heating fuel
Discontinue Service on:	Route deliveries	Cleaning
	Safety deposit box	Telephone
Plan for transporting pets	Arrange for child care if required	

Your Checklist for Moving

Out of Town Purchasers



Let a close friend or relative know your route and schedule. Transfer insurance on household goods and personal possessions to ensure coverage enroute. If your car or other possessions are not paid for, notify creditors and obtain permission to take property out of province. Have your appliances serviced for the trip. Notify the school about the intended move. Gather records or have transcripts forwarded. Obtain.

Medical	Medical prescriptions	Birth / baptism records
Dental records	Inoculation records	Eyeglass prescriptions

Gather professional recommendations for new location, and return all borrowed books, etc.

Survival Kit for Moving Day

Set aside the items that you may need immediately upon arrival at your new home. Pack all these items separately and mark the boxes by content.

Cleaning Supplies:	Detergent	Kitchen Cleanser
Dish towels	Paper towels	Dish cloth
Steel wool pads	Sponge	Glass cleaner
Food:	Drinks	Snacks
Kitchen Supplies:	Plastic wrap	Trash bags
Aluminum foil	Paper plates, cups, napkins	Plastic knives, forks, spoons
Plastic pitcher	Small saucepan	Serving spoons
Tea kettle		
Children:	Video	Colouring books & crayons
Favourite toys	Books	Puzzles
Blanket		
Bathroom:	Razor	Facial tissue
Toilet tissue	Bath towel	Shower curtain
Face cloth	Soap	First-aid-kit
Asprin		
Miscellaneous:	Tool box	Several light bulbs
Flashlight	Extra batteries	String or twine
Old newspaper	Laundry detergent	Local phone book

Change your Address with Service Canada

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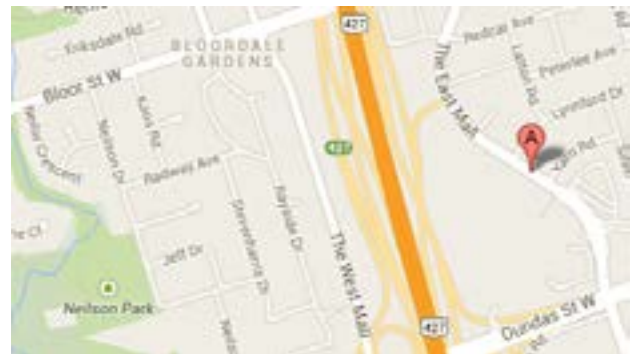
The Ministry of Transportation regulates that you notify them of your move within six days of changing your address.

The Ministry of Health advises that failure to notify them of your new address may affect your health coverage.

Ministry Locations

In person:

Unit 193, 250 The East Mall
Etobicoke ON
Hours: 9:00 am to 5:00 pm Mon, Tue & Fri
9:00 am to 7:00 pm Wed & Thurs
9:00 am to 1:00 pm Saturday



Unit 2, 1425 Dundas Street East
Etobicoke, ON
Hours: 9:00 am to 5:00 pm Mon - Wed & Fri
9:00 am to 7:00 pm Thursday
9:00 am to 1:00 pm Saturday



Unit 142, 3300 Bloor Street West
Etobicoke, ON
Hours: 8:30 am to 5:00 pm Mon - Wed & Fri
8:30 am to 7:00 pm Thursday
9:00 pm to 1:00 pm Saturday



On-line: [Service Ontario](#)

Always On. Rogers Communications

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Tridel's commitment to our customers is demonstrated throughout the homebuying journey, to ensure that our customers are settled and satisfied in their new homes.

Through long term and successful alliances, we're able to work with industry leaders toward common goals. In this circumstance, our shared goal is to make the transition into your new home as simple and enjoyable as possible. As your homebuilder, we're extremely pleased and excited to introduce our "Always On" program to you.

Quite simply, "Always On" translates into immediate availability and functionality of your home's cable and telephone, from the day you move in. An initiative clearly designed with two things in mind; our commitment to you, as well as our ability to better serve you by anticipating and meeting your needs. One less thing you have to do.

Please take some time to review the information regarding our "Always On" Program with Rogers Cable. They will familiarize you with all the products and services available to you and your family within your new home.

Once again, we share in the excitement as you prepare to move into your new home and thank you for choosing Tridel.

Should you have any questions or concerns, please feel free to contact Tridel Customer Care at 416.661.9394 or ask@tridel.com.

Sincerely,
West Village Etobicoke Residences Inc.

A handwritten signature in black ink, appearing to read "Danielle Feidler".

Danielle Feidler
Vice President, Customer Care

Preparing for Your Moving Day.

West Village Etobicoke

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We all know that excellence is in the details. So is the successful planning of a stress free move. Here are some important details to help make it go smoothly.

- ✓ Reserve the move-in elevator as soon as you know your move-in date by contacting your Property Management Team. (We've said this before and can't say it enough.)
- ✓ To avoid disappointment, don't plan on moving the same day as your closing. It typically takes until late afternoon before all of the legal and banking documents are processed.
- ✓ Your moving elevator dimensions are: 6'9" wide X 4'4" deep X 9'6" tall. The door to the moving elevator is 3'6" wide X 7' tall. The roll up door to the moving area is 5'0" wide X 8'0" tall and the interior automatic door is 6'9" tall X 3'0" wide. If any of your possessions are larger please contact your Property Management team before your moving day so we can investigate possible solutions.
- ✓ Professional movers should conduct an **on-site visit** at your home at West Village to ensure that they have all necessary protection and equipment. Your moving company can contact the on-site Property Management office to coordinate their site visit.
- ✓ Moving trucks are to enter the community using the driveway located just off of Eva Road and can park at the end of the "turnaround" before the driveway to the parking garage. (See map below).
- ✓ Once you have arrived you may gain access to the moving area through the Concierge.

Your new address is: 2 Eva Road, Etobicoke, M9C 0A9

Move-in times are as follows:

Weekdays	Times (3 hr windows)
Monday through Friday	12 pm - 3 pm
	3 pm - 6 pm
	6 pm - 9 pm
Saturday, Sunday and Holidays	8 am - 11 am
	11 am - 2 pm
	2 pm - 5 pm
	5 pm - 8 pm



Move-in times are scheduled in three hour windows and structured to allow you ample time. As a courtesy to your soon-to-be-neighbour, please be sure to arrive on-time for subsequent appointments.

What to expect... At Your Interim Closing.

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Payments at Interim Closing.

On or before your confirmed possession date, you are to have submitted the following to the Vendor's solicitor, DelZotto, Zorzi LLP in Trust:

- ✓ A certified cheque for the escrow balance
- ✓ Certified cheque for the stub period (The Stub Period is the period between the confirmed possession date and the last day of the month following the month in which the confirmed possession date occurs)
- ✓ A series of 6 post dated cheques in the amount of the monthly occupancy fee, immediately following the stub period

Getting your keys.

On the actual interim closing day (your possession date), your solicitor will either go to the land registry office, or the Vendor's solicitor and present the signed documents from your interim closing package (sent approximately four to six weeks prior) and any appropriate cheques that were required.

Our solicitor will ensure that all necessary steps have been completed, and shortly after, telephone Customer Care informing them that they are now able to release the keys to your home. For this reason we strongly recommend phoning Customer Care, prior to showing up on your interim closing date to make arrangements. You will have two options for picking up your suite keys; Once released by our solicitor they can be left with your Concierge for pickup, or you can make an appointment with the Customer Care Administrator who can then go through all key package items and deficiencies reported at your HOO appointment with you.

When you arrive please be sure to have photo ID with you. You will then be provided with a key closing package containing the following:

- 2 Suite Entry Keys
- 2 Common Area Keys
- 2 Access Fobs (Building Access)
- Access Transmitters (if applicable)
- Locker Keys (if applicable)
- 2 Mail Box Keys

The 24 hr grace period.

We remind you that it is your responsibility to recheck your home before moving in your contents for any unreported deficiencies which may have occurred between your Home Orientation and Possession Date. Warranty does not cover damage incurred from the move-in process or improper/neglect of home maintenance.

A 24-hour grace period is effective once keys have been picked up.

Payment of Occupancy Fees.

In a condominium environment, each homeowner is required to pay a monthly maintenance fee. Maintenance Fees are established in the 1st budget and include an estimate of income and expenses for a certain time period, typically one year, prepared by the developer.

In the event of Interim Closing (the occupancy of a proposed unit before title is received) which is typical in condominiums, the homeowner is required to pay a monthly occupancy fee, prior to final closing, which occurs after the condominium is actually registered.

Occupancy fees are prescribed by the Condominium Act of Ontario and can be likened to a monthly payment (similar to rent), payable by the homeowner, for possession of the suite prior to registration.

In recognition that interim occupancy is a partial occupancy, it is understood that not all common areas and amenities within the building will be fully completed at this time. The calculations for interim occupancy fees however are based on a formula mandated by the provincial government. They are not based on completion status of the overall community, but what is deemed fair and equitable by provincial guidelines.

Restricted elevators and moving.

At the beginning stages of occupancy, elevator space is somewhat at a premium. The functioning of elevators is staged and they are often not all necessarily functional at the time of your move-in. There is always one that is approved by the city for customer use, however it may at times be shared with on-site construction staff and trades. This is extremely temporary and improves incrementally with successive stages of completion within the building. We emphasize however, the importance of ensuring that your move is well coordinated so that everyone has safe and efficient delivery of their belongings.

We realize that you are eager to move into your new home and share in your excitement. While your home is under construction, it is possible for us to obtain partial permit for floors that are complete. As your homebuilder, we have an obligation to ensure that the health and safety of the general public, our employees, our trades and our customers is protected from potential hazards associated with occupying a building under construction.

We work extremely closely with the city in order to assist us in obtaining authorization to occupy your unfinished building, in accordance with the Ontario Building Code. The Ontario Building Code establishes standards for public health and safety, fire protection, structural sufficiency, accessibility, conservation and environmental integrity of buildings. Within the context of the above standards, the Ontario Building Code regulates the occupancy of buildings.

Prior to approving the occupancy of a building or part thereof, the building inspector will review the floor/area you have requested for occupancy. The construction of the building and the area to be occupied must comply with specific criteria for various components, including for example structural framing, fire separations, plumbing facilities and life safety systems.

Fire Alarm Testing.

Fire alarm testing may be present after you have occupied your new home, and you may have to occasionally endure the inconvenience of this noise disturbance.

While we apologize for the disturbance, we advise you that the Fire Testing is regulated by the Fire Safety Code and the Building Code. We emphasize that the short-term disruption is intended to provide you with the utmost safety and security in your new home.

The first alarm inspection is typically done in two stages.

The first stage may be time consuming as all of the devices in the building are tested (on every floor) to verify working order. The first is with our contractors verifying the life safety systems work (i.e. speakers, pull station, smoke detectors, etc.) The second inspection is with the fire department (usually a day or two after the first inspection) who walk-through the building to test and inspect the systems once again.

The first inspection also inspects the underground parking garage levels (including recreation center and amenities). Residents may expect at the minimum five inspection periods to obtain occupancy for the entire tower. The number of inspections varies on the availability of the fire department and how many floors they can inspect during their allotted time.

A typical inspection could last a week (1st stage) with alarms ringing intermittently throughout the day. Stage 2 with the fire department could last 2 to 3 days.

There will also be monthly fire testing of the common areas, as well as annual insuite fire testing with notice provided by property management.

Construction Hoist.

The hoist is a piece of high-efficiency vertical transporting equipment which is a critical component of the construction process, lifting building materials and elevating personnel at highrise construction sites. Its location is not available at the time of sale and as construction progresses is generally situated central to the building.

The hoist operation during working hours and its subsequent removal are contributing factors to noise, once you have moved in. Unfortunately, an inherent part of moving in to a vertically constructed condominium highrise, is the potential that at the time of occupancy, there may still be uncompleted work above you. Again, our goal is to educate and forewarn you of disturbances that may not have been apparent at the time of sale.



Who is Provident Energy?

Since 1985, Provident Energy has been one of the leading energy service providers in the Greater Toronto Area, specializing in the highrise multi-residential market. We have helped hundreds of condominiums in the GTA save energy and collect government incentives. Our four major divisions include:

- ▶ **Building Automation Systems & Monitoring:** we currently monitor over 150 buildings.
- ▶ **Sub-Metering & Billing:** we provide utility metering and billing services to thousands of residents.
- ▶ **LEED® & Engineering Consulting Services:** we offer consultation services for residential and commercial developers, governments, and academic institutions, specializing in LEED® services.
- ▶ **Energy Retrofits for Existing Buildings:** we offer a wide range of retrofits that are turn-key solutions: supply, installation, recycling, incentive applications, and project management by Provident Energy.



What is submetering?

Utility submetering (electricity, water, thermal) is a system that allows residents of a multi-unit property to be billed for individual consumption. This encourages conservation and energy efficiency as residents are responsible for their utilities - the more a resident consumes, the higher their bills. In addition, a submetering system allows for a utility to be purchased in bulk by the Condominium Corporation at a better price and that lower price is passed onto the residents.

- ▶ Bulk consumption bill is forwarded to the Condominium Corporation by local utilities.
- ▶ Individual meter readings are taken by Provident Energy and suites are billed accordingly.
- ▶ Money is collected and remitted to the Condominium Corporation.
- ▶ The difference between the money collected and the bulk bill makes up the common area utility consumption.



Electrical Meter



Water Meter



Thermal Meter

Electrical Metering

- ▶ Measured in kWh (kilowatt hours).
- ▶ Meter located in electrical closet in building corridor.
- ▶ Measures in-suite electricity i.e. appliances, electronics, etc.
- ▶ All meters are smart meters for Time-Of-Use rates.
- ▶ Provident Energy does not supply or generate electricity - the rates charged by Provident Energy for your electricity bill are the same rates charged by the local municipal electric utility.

Hot Water Metering

- ▶ Measured in m³ (cubic metres): 1m³ = 1000 litres
- ▶ Measures usage of hot water for showers, laundry, dishwashers, sinks, etc.
- ▶ Meter is typically located behind vanity in bathroom wall.
- ▶ The water is heated within the central plant and distributed when required by the suite.

Thermal Metering (heating/cooling)

- ▶ Measured in ekWh (equivalent kilowatt hours).
- ▶ Measures amount of heating and cooling energy consumed within each suite.
- ▶ Installed directly in fan coil unit.
- ▶ The heating and cooling is generated by the central plant and is distributed when requested by the suite.

General Billing Information

When Will I Get My First Bill?

- ▶ The billing cycle will begin approximately one month after registration of the condominium. Please note that your consumption will be billed from the start of registration, not the occupancy of your suite. For example, if you occupied in February and the building is registered in May, your first bill will arrive in June - and the bill will only have utility consumption from May to June.
- ▶ You will only receive one invoice from Provident Energy that will outline each of your utilities (electricity, hot water, thermal cooling/heat) - consumption and cost.
- ▶ All meters are read remotely - no technician will be required to access your suite meters.
- ▶ You can pay your invoice through:
 - Cheques made payable to Provident Energy Management Inc.
 - Most financial institutions (including automatic banking machines, online banking and telephone banking)
 - Pre-Authorized Payment Plan
- ▶ Once you get your first invoice, you will receive login information to view and track your suite's consumption online. Please see the side panel for sample graphs.
- ▶ How much will your first bill be? It will depend on your suite size, consumption patterns, number of residents but on average...
 - Electrical: average monthly cost \$50
 - Water: average monthly cost \$30
 - Thermal: average monthly cost \$30, varies by season

What Is E-Billing?

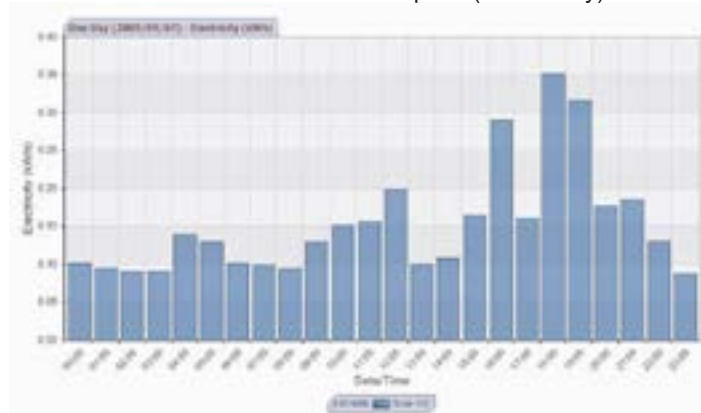
- ▶ Instead of a paper invoice, you can choose to receive your invoice through email. Signing up for e-billing allows you to view your statements online, reduce paper consumption, view your billing history for the last 3 years, and also allows you to print copies of previous bills at no extra charge.

Where Can I Get More Information?

- ▶ Please visit our website, **www.pemi.com**, for more information.
- ▶ On our website, you will also find links to commonly requested forms, frequently asked questions, e-billing registration, and conservation tips for residents.
- ▶ If you required additional information, please contact our submetering billing customer service team during regular business hours at **416-736-0630** or email us at **info@pemi.com**

Sample Graphs of Individual Suite Consumption (resident's view)

Suite's Electrical Consumption (over 1 Day)



Suite's Water Consumption (over 1 Month)



Suite's Electrical Consumption (over 3 Months)



Your Neighbourhood



Beauty Salon	Excited Salon & Spa	577 Burnhamthorpe Rd, Etobicoke, ON 647.350.5566
	Pure Aesthetics by Izabela	5324 Dundas St W., Etobicoke, ON M9B 1B4 416.993.5314
Beer Store	The Beer Store	666 Burnhamthorpe Rd, Toronto, ON M9C 2Z4 416.621.3870
Chiropractors	Chow Derek Dr.	600 The East Mall, Etobicoke, ON M9B 1B4 416.620.7728
	Cloverdale Mall Chiropractic-Rehab Clinic	250 The East Mall Hwy, Etobicoke, ON M9B 3Y8 416.232.1822
Coffee Shop	Timothys World Coffee	4201 Bloor St W, Etobicoke, ON M9C 1Z6 416.620.5003
	Tim Hortons	250 The East Mall, Cloverdale Mall Po, M9B 3Y8 416.234.0425
Community Centre	Burnhamthorpe Community Centre	1500 Gulliden Dr, Mississauga, ON L4X 2T7 905.615.4630
	Franklin Horner Community Centre	432 Horner Ave, Etobicoke, Ontario M8W 2B2 416.252.6822
Day Care	Terry-Tan Child Centre	15 Rossburn Dr, Etobicoke, ON M9C 2P7 416.621.9722
	Tiny Treasure Montessori & Day Care	627 Burnhamthorpe Rd, Etobicoke, ON M9C 2Y9 416.622.6443
Dental Office	West Mall Dental Group	290 The West Mall, Etobicoke, ON M9C 1C6 416.622.2200
	East Mall Family Dental	400 The East Mall, 3 rd Floor, Etobicoke, M9B 3Z9 416.621.2550
Dog Park	Kingsway Off-Leash Dog Park	Westrose Avenue, Toronto, Ontario
Dry Cleaners	New Extun Dry Cleaner	405 The West Mall, Unit 103, Etobicoke, M9C 5J1 416.620.6666
	New Family Cleaners Ltd	666 Burnhamthorpe Rd, Toronto, ON 416.621.7902
Florist	Alana's Flowers & Gifts	290 The West Mall, Etobicoke, ON M9C 1C9 416.626.6366
	La Rose Florist	4201 Bloor St W, Etobicoke, ON M9C 1Z5 416.622.7768
Grocery Store	Loblaws Great Food	380 The East Mall, Toronto, ON M9B 6L5 416.695.8990
	Metro	250 The East Mall, Etobicoke, ON M9B 3Y9 416.233.4149
Hospital	St. Joseph's Health Centre	30 The Queensway, Toronto, ON M6R 1B5 416.530.6000
	Trillium Health Centre	100 Queensway W, Mississauga, ON L5B 1B8 905.848.7580
Internet Cafe	Battle Station	4955 Dundas Street West, Etobicoke, ON 416.234.2820
	At Café	1650 Dundas Street East. Etobicoke, ON L4X 2Z3 905.275.6640
Library	Eatonville Library	430 Burnhamthorpe Rd, Toronto, ON M9B 2B1 416.394.5270
Liquor Store	LCBO	250 The East Mall, Etobicoke, ON M9B 3Y8 416.233.6081
		662 Burnhamthorpe Rd, Etobicoke, ON M9C 2Z4 416.621.0954

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Your Neighbourhood Continued.



Major Banks	RBC Royal Bank	401 The West Mall, Etobicoke, ON M9C 5J5 416.695.7025
	Scotiabank	250 The East Mall, Toronto, ON M9B 3Y8 416.233.5547
	TD Bank Financial Group	666 Burnhamthorpe Road, Toronto, ON, M9C 2Z4 416.622.6130
Mall	Cloverdale Mall	250 The East Mall, Toronto, Ontario M9B 3Y8 416.236.1668
	Sherway Gardens	25 The West Mall, Etobicoke, ON M9C 1B8 416.621.1070
Movie Theatre	Cineplex Odeon Queensway Cinemas	1025 The Queensway, Etobicoke, ON M8Z 6C7 416.503.0424
Pet Grooming	Dogs By Amanda	4234 Bloor Street West, Etobicoke, ON M9C 1Z7 416.622.8898
	Four Paws Doggie S’Paw	3855 Bloor Street West, Etobicoke, ON M9B 1L2 416.234.1347
Pharmacy	I.D.A.	290 The West Mall, Etobicoke, ON M9C 1C6 416.622.2111
	Rexall Pharma Plus	250 The East Mall, Etobicoke, ON M9B 3Y8 416.239.5708
Print Shop	Staples	2040 Dundas St E #1, Mississauga, ON L4X 2X8 905.279.4392
Post Office	Cloverdale Mall	250 The East Mall, Toronto, Ontario M9B 6J6 416.239.3512
	Canada Post	4918 Dundas St W, Toronto, ON M9A 1B7 416.231.3320
Restaurants	The Keg Steakhouse & Bar	291 The West Mall, Etobicoke, ON M9C 4Z6 416.626.3707
	Scruffy Murphy’s	225 The East Mall, Unit 12, Etobicoke, ON M9B 6J1 416.231.9411
	Capricorn Cafe	105-191 The West Mall, Etobicoke, ON M9C 5K8 416.626.6086
	Noodle Wok	600 Burnhamthorpe Road W, Toronto, ON L3B 2C4 905.896.8915
	Sushi Express	250 The East Mall, Toronto, ON M9B 3Y8 647.349.8099
Schools	Eatonville Junior School	15 Rosscurn Dr, Toronto, Ontario 416.394.7040
	Bloordale MS	10 Toledo Rd, Etobicoke, ON M9C 2H3 416.394.7020
	Saint Elizabeth Catholic School	5 Redcar Avenue, Etobicoke, Ontario M9B 1J8 416.393.5278
	Burnhamthorpe Adult Learning Centre	500 The East Mall, Etobicoke , ON, M9B 2C4 416.394.7130
	Collegiate Institute	
Taxi Service	Best Choice Taxi	416.252.7777
Transit System	TTC Kipling Subway Station	Main # 416-393-4000, information 416-393-4636 website www.ttc.ca
Veterinary Hospital	BloorMill Veterinary Hospital	4335 Bloor St W #11, Etobicoke, ON M9C 2A5 905.867.9838
	Rathburn Animal Clinic	460 Renforth Dr, Etobicoke, ON M9C 2N2 416.622.8818
Walk-In Clinic	Kingsway Medical Walk-In	5230 Dundas St. W, Unit 54, Etobicoke, M8X 1B3 416.207.9818
	St George Walk-In Clinic	925 Rathburn Rd E, Mississauga, ON L4W 4C3 905.949.0123

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Designation of Agent

TRIDEL
BUILT FOR LIFE

Community: _____

Vendor: _____

Customer: _____ Suite: _____ Date: _____

Name(s) of Designate(s): _____

Address of Designate(s): _____

Phone (home): _____ (work): _____ (cell): _____

E-mail: _____

By signing this form, you the Customer(s) appoint the Designate specified above to attend and conduct the indicated appointments (please check appropriate selections below) for and on your behalf, with the Vendor's Representative and hereby acknowledge the Designate to sign the necessary forms required by both the Vendor and the TARION Warranty Corporation, on your behalf:

- ☐ Personal Selections (ie: upgrades) including any electrical & mechanical selections
- ☐ Design & Décor selections
- ☐ Homeowner Orientation inspection including the signature on the Tridel inspection form and the TARION Warranty Corporation Certificate of Completion and Possession
- ☐ Reporting of warranty requests
- ☐ Acceptance of Keys/Closing Package
- ☐ Pre-board Inspections (where applicable)
- ☐ MyTridelHome.com access

Selections, inspections and signatures made on your behalf by your Designate will be effected without further notification to you and shall be binding upon you to the same extent as if same had been personally executed by the undersigned customer(s).

Comments: _____

Customer Signature: _____ Tridel Signature: _____

Witness: _____

This form may be completed by a purchaser indicated on an Agreement of Purchase and Sale. By completing and signing this form, a purchaser is indicating that they intend to send a Designate, in their place, to various appointments during the homebuying process. This form authorizes the Designate to sign and deliver certain documents (required by the Vendor as well as the TARION Warranty Corporation) on the purchaser's behalf. Once completed, this executed authorization form should be provided to the vendor/builder on or before the applicable appointment dates. Purchasers who wish to attend these appointments and sign documents on their own behalf may also bring a designate and in such case, evidence of the Designate's authorization will not be necessary. Please be sure information as documented is accurate. No verbal commitments or designations of any kind will supersede the Proxy Form. Tridel is committed to your privacy, to review our complete Privacy Policy please visit www.tridel.com.

Questions or Need Help? Your West Village Team

TRIDEL
BUILT FOR LIFE

Your Customer Care Team

Email: westvillagecc@tridel.com
Tel: 416.645.8795
Fax: 416.650.1230

Your Property Management Team

Property Manager 416.792.4782
Fax: 416.792.4785
westvillage.admin@delcondo.com

Concierge 416.792.4306
westvillage.conceirge@delcondo.com

24 Hours Tridel Call Centre

Customer Care operates a fully staffed Call Center virtually 24 hours a day. The Call Centre staff works closely with all members of the customer-care team, sales teams, construction and property management staff, to address any problems that may arise.

Email: ask@tridel.com Tel: 416.661.9394

Del Property Management Emergency Hotline

For any in-suite emergencies that arise it is always best to contact your Property Management Team. If they are unavailable to you the Del Emergency Hotline is there to help you out 24 hours a day, 7 days a week.

Tel: 416.495.8866

