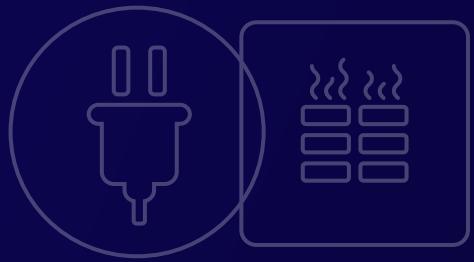


Quick reference guide for new owners of an electric thermal storage (ETS) heating system



You've chosen an energy-efficient unit that's 100% electric. Here are a few tips to get the most out of your ETS heating system.

Sign up for the right rate

Once the system is installed, make sure you're signed up for the rate that's right for you. Hydro-Québec recommends [Rate Flex D](#) rate to help you save more on your electricity bill. Here are the steps to follow depending on the rate you're signed up for.

Current rate	Steps
Rate D (regular)	Stay signed up for this rate or choose Rate Flex D by going to your Customer Space or calling customer services. The registration period for Rate Flex D rate is from April 1 to December 31.
Rate DT (dual-energy)	You must sign up for a new rate. This can only be done by contacting customer services . Your two options are: 1- Rate D 2- Rate Flex D The registration period for Rate Flex D rate is from April 1 to December 31.

Customer services

To contact [customer services](#), call **1-888-385-7252**. Have a recent electricity bill on hand to make it easier for you to answer the representative's questions.

Customer Space

To change your rate, log in to your [Customer Space](#), click on the **Billing** tab and select **Compare rates**.

