



ReloFact: Connection & Disconnection Fees

This ReloFact explains reimbursement for Connection & Disconnection fees. For additional information, refer to Article 9.4.02 of the Relocation Directive.

The information provided in this document is made available in the form of a general guide and is to be used for information purposes only. The Relocation Directive remains the authority for the reimbursement of all relocation expenses and you are encouraged to review the directive for eligibility prior to incurring any expenses.

What is a Connection or Disconnection expense?

During your relocation, you may be charged basic connection or disconnection fees to setup or cancel services that are provided to you such as utility, telephone, gas, water, etc.

Extra expenses such as fees incurred for the cancellation of loyalty contracts and material required for installation are not reimbursable.

Example: You decided to purchase a \$500 cell phone. Rather than paying for the phone up front you have decided to take on a loyalty contract (Tab/Flex plan). Your provider will charge an extra amount on top of your monthly plan until the phone is paid off. If you choose to cancel this contract, you will be responsible for the remaining balance owed on your phone. This would not be considered a reimbursable expense; however, if there is an administrative fee for disconnecting the line, this may be reimbursed.

What are eligible connection and disconnection expenses?

The following is an **all-inclusive** list of eligible sundry expenses: related to connection and disconnection:

- alarm system (basic monitoring system);
- computer systems;
- electricity including conversion services (labour and converters only);
- cable;
- cellular up to two basic services;
- water lines to refrigerator;
- hot-tub;
- in-home theatre systems;
- Internet;
- natural gas including all gas appliances and account set-up fee;
- one satellite dish (one receiver only);
- telephone basic services; and
- water.