

CHANGES ARE COMING TO YOUR NEXT BILL

We are upgrading
to serve you better.



WE ARE TAKING STEPS TO SERVE YOU BETTER

Brantford Power is committed to providing you with exceptional customer service. We are implementing a new billing system with modernized technology. In the near future, this will allow us to introduce customer-friendly enhancements, including:

- Improvements to our My Account online tool
- 24/7 access to additional self-serve options
- More ways to pay your bill
- Tools to help you manage your energy consumption.



If you have any questions, our Customer Care team is happy to help.

ON YOUR NEXT BILL, YOU WILL NOTICE

A new account number

- **You do not need to contact your financial institution.**
- Your existing Brantford Power account number will be automatically mapped to your new account number.
- If you require your new account number prior to receiving your bill, please contact our Customer Care department at **519-751-3522**.

Same format, easier to read

- The layout and location of information on your new Brantford Power bill will remain relatively the same.
- Your new bill will have subtle design enhancements to make it easier for you to read.

You may receive your bill a few days later than usual

- Due to the transition to the new billing system, you may receive your next Brantford Power bill a few days later than usual.
- The number of days that you are billed for will remain the same.
- Your payment due date will be adjusted accordingly and will not change from our standard business practice; 16 days from the statement date on your bill.

If you would like to know your balance prior to receiving your bill, please contact our Customer Care department at **519-751-3522**.



IMPORTANT!

You will receive a new 8-digit account number.

You do not need to contact your financial institution.

E-BILLING CUSTOMERS

We are streamlining our e-Billing option

Brantford Power is upgrading the e-Billing option within our My Account online tool. All of the existing features will continue to be available and you will also be able to view your payment history and pay your bill directly from My Account. Existing e-Billing customers will continue to see their historical invoices in My Account.



To ensure the security of your personal information, customers who are currently enrolled in e-Billing will receive an email with a link to register in the new system when their bill is ready.



PRE-AUTHORIZED PAYMENT USERS



Pre-authorized payment by credit card

If you currently make pre-authorized payments by credit card, you will receive a notice in the mail from Brantford Power explaining how to re-register.



There is no change to pre-authorized payments from your bank account

If you make pre-authorized payments from your bank account, you don't need to do a thing. Your scheduled payments will be automatically applied to your new account number. **No action is required from you.**



Please contact our Customer Care department if you have any questions:

- Phone: **519-751-3522** (Monday-Friday, 8:30 a.m. – 4:30 p.m., excluding holidays)
- Email: **customerservices@brantfordpower.ca**