

COUNTER SERVICE ENDS APRIL 24

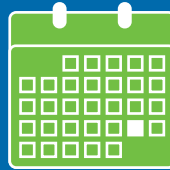


CHOOSE THE PAYMENT OPTION THAT SUITS YOU BEST

Brantford Power offers a variety of convenient, self-serve payment options. We encourage you to visit brantfordpower.com and sign up for My Account to enjoy 24/7 access to the following self-serve options:

- Make a one-time payment
- Set up a recurring payment
- View your bills online
- View your payment history.

Automatic pre-authorized payment plan



We offer two convenient pre-authorized payment plans.

Paid in full

The total amount due on your electricity bill will automatically be withdrawn from your financial institution.

Equal payment plan

Enables you to budget for an equal monthly payment for the year. A fixed amount is automatically withdrawn from your financial institution.

Visit brantfordpower.com to register for pre-authorized payments.

Financial institution



Allow two to four business days for processing.

Payments can be made at any time by utilizing telephone and online banking. If using an ATM, tear off the bottom portion of your bill and include it with payment.

Secure online and telephone payments



Allow one business day for processing.

Brantford Power utilizes Paymentus, a third-party payment processing service. Paymentus provides Brantford Power customers with the opportunity to make secure payments using VISA, MasterCard or debit. Brantford Power customers will not be charged a fee for this service.

Online

Visit myaccount.brantfordpower.com to make a one-time payment or register to setup a recurring payment.

Telephone

Call 1-866-278-6130 to complete a one-time payment over the phone.

Mail



Allow two business days for processing once Brantford Power has received the cheque from Canada Post.

Mail cheques to:

Box 308, Brantford, ON N3T 5N8

Please include the bottom portion of your bill.

Drop box



Allow two business days for processing.

Until June 30, 2020:

220 Colborne Street, Brantford

As of April 27, 2020:

150 Savannah Oaks Drive, Brantford

General billing, account information and payments

Our customer care representatives will remain accessible from the phones located in the lobby at 220 Colborne Street until June 30, 2020.



customerservices@brantfordpower.ca



519-751-3522
Monday-Friday,
8:30 a.m. – 4:30 p.m.,
excluding holidays.



519-756-6041

