

November 1, 2024

Tillsonburg Hydro warns of potential postal service disruption

Customers are reminded that it is their responsibility to stay informed of their account balance and ensure timely payment, even if there are postal delays.

Canada Post and the Canadian Union of Postal Workers are currently negotiating a new collective bargaining agreement. A strike or lockout could begin as early as Nov. 3, potentially disrupting postal services across the country.

In the event of a service disruption, both the delivery of Tillsonburg Hydro bills and payments sent by mail will be impacted. Avoid Disruptions with E-Billing: To ensure customers receive their bills promptly, we encourage them to sign up for e-billing.

There is an easy way to enroll in our Customer Care Portal directly through our website **TillsonburgHydro.ca**. Before you get started, please have your most recent bill handy to complete the registration form.

How to Sign Up for eBilling:

Not yet registered for MyAccount?

1. Register for **MyAccount**.
2. When completing the registration form, select "Yes, I want Paperless" in the Paperless Billing section.

Already registered for MyAccount?

1. Log in to **MyAccount**.
2. On the dashboard, select **Profile**.
3. In the Paperless Billing section, select "Yes, I want Paperless."
4. Enter your current password.
5. Click **Update My Profile**.

Alternatively you can call the office at (519) 688-3009 and request your balance. You will need to provide your account number and contact information.

Payment Options:

Pre-Authorized Payments: Automatically pay your bills on time.

Equalized Payment Plan: Spread your payments evenly throughout the year.

Pay at your financial institution or by on-line banking.

Pay in person during regular business hours 8am – 5pm at 10 Lisgar Ave.

We offer a convenient after hours drop-off box located at the front door of 10 Lisgar Ave.

For more details about billing and payment options, visit **www.TillsonburgHydro.ca**.