

## Coming Soon!

Tillsonburg Hydro will be introducing a new customer portal **Engage360**. With Engage360, you will be able to access this portal using virtually any electronic device, including your smartphone. With many self-serve features, you will be able to better monitor your usage and make decisions to reduce your electricity consumption and save you money.

With a goal of improving your online experience, Engage360 will offer a variety of new features including, links to major financial institutions for making payments, a variety of conservation tips and links to government assistance programs. We are also introducing additional Frequently Asked Questions (FAQ's) that should improve your online experience.

Engage360 will also provide some additional functionality that will allow you to make changes to your account without the need to contact our customer service team:

- **Guest Access** – This feature will allow you to grant read-only access to friends or family allowing them to assist in managing your account
- **Switching Price Plans** – If your account is eligible to switch between TOU, Tiered or ULO Price Plans, you will be able to make an educated decision and Request a Switch to your new Price Plan without the need to fill out a form or contact our office
- **Auto Registration of a New Account** – Assuming you provide us with an e-mail when signing up for a new account, you will be able to access Engage360 immediately even though your Move-in Request is still being processed

Tillsonburg Hydro Inc. is committed to providing great customer service and we believe Engage360 will serve to improve your online experience.

When we start the transition to Engage360, an e-mail will be sent to all customers who have an e-mail address on file. This e-mail will provide a link and instructions on how to sign into Engage360 and will be sent from **donotreply@tillsonburg.ca**. It will appear in the next several weeks so please watch your emails for it.

If you have not provided Tillsonburg Hydro Inc. with your e-mail and are interested in taking advantage of this new customer portal, please contact our office. Information required includes, your name, service address, account number, meter number and e-mail address. *(consult your latest bill for your information).*

Contact us at (519) 688-3009 or e-mail [info@tillsonburghydro.ca](mailto:info@tillsonburghydro.ca)

