

ATTENTION CUSTOMERS: IMPORTANT INFORMATION NOTICE

Effective May 1, 2024, the Ontario Energy Board's (OEB) winter ban on electricity disconnections for non-payment of hydro bills by residential customers will end. Cornwall Electric (CE) understands that this may still be a difficult time for our customers. We want you to feel confident that there are programs in place to support you; and our Customer Service Team is equipped to help work with you to find solutions. We will put our best foot forward to assist you where and when we can.

UNDERSTANDING YOUR BALANCE OWING

Throughout the billing and collections cycle, CE will use every effort available to notify customers of their current and or outstanding balance.

- Bi-monthly Invoices are issued, indicating both current and past due balances.
- Automated Reminder Notice Phone Calls are issued when a balance is past due.
 - It is very important that you ensure we have your most current telephone contact info, please update us each time this changes.
- Automated Reminder Notice are issued by mail.
 - If CE does not have a phone number on file, a letter may be issued to you.
 - It is important that you check with us to ensure we have your most current mailing info such as a PO Box or other important mailing info.
 - It is also important to check your mailbox on a regular basis if not located on your property.

SIGN UP FOR E-BILLING

Receiving paperless bills is the best way to manage your bills and know your balance as soon as possible. We will advise you by email when your bill is ready in the Customer Service portal. Sign up today at: [Sign Up | FortisONTARIO \(cnpower.com\)](https://www.cnpower.com/sign-up).

AVAILABLE ARREARS ASSISTANCE OPTIONS

ARREARS PAYMENT AGREEMENTS – APAs are offered to you by CE. They are set up to help manage the arrears on your account. When activated, it will spread the outstanding balance over several payments. These agreed upon payment dates will need to be made on time along with new bi-monthly balances. If payments are received late the APA may deactivate and you may not be eligible to reenter into a new plan. To see if you qualify for an APA, please reach out to our customer service team directly.

ONTARIO ELECTRICITY SUPPORT PROGRAM (OESP) – OESP offers a monthly bill credit for eligible lower-income households. For more information or to see if you qualify, please visit: www.ontarioelectricitysupport.ca or call: 1-855-831-8151.

LOW INCOME ENERGY ASSISTANCE PROGRAM (LEAP) – LEAP provides a one-time payment to assist eligible lower-income households that are at risk of power being disconnected for overdue balances. To determine your eligibility please reach out to the following intake agencies:

- Unite Way of Stormont, Dundas & Glengarry (613) 932-2051

PAYMENT OPTIONS

- Customers are encouraged to call or email our customer service team directly to set up payment arrangements when needed.
- Customers are encouraged to seek support programs – multiple are referenced on the first page of this notice.
- CE continues collection processes unless it is notified by its customer or a social agency of an acceptable payment arrangement.
- If required you may be asked to forward your confirmation of payments to cs@cornwallelectric.com.

Our office remains closed to the public. The following payment methods are available:

Online Payments

- Set Cornwall Electric as a payee in your online banking portal and enter your account number from your monthly invoice as the payment destination. These payments are received within 1-2 business days from the bank. Please take the delay into account when paying to prevent any collections processes.

Credit Card

- Call 1.877.225.7379 or visit Paymentus Online at: [Online Bill Payment System \(paymentus.com\)](https://paymentus.com)
- CE uses Paymentus for processing credit card payments. Payments are received and able to be posted within minutes of the transaction being scheduled. We review these payments each morning.
- *Please be aware that Paymentus does charge the payor a service fee per transaction.*

Cheque by mail

- Cheques can be mailed to our office - PO Box 1179, Cornwall, ON K6H 5V3

Pre-Authorized Debit Plan

- By having your bill payments automatically deducted from your bank account each due date with the pre-authorized debit plan, you save time and never have to worry about your bill not being paid on time again!

YOU CAN ALWAYS CALL, CHAT OR EMAIL US

Our Customer Service Team is ready and available to answer any of your questions pertaining to your account by calling us at (613) 932-0123 or chat @ www.cornwallelectric.com

- We are available 8:30AM – 4:30 PM, Monday through Friday (closed on public holidays).
- We can also be reached at cs@cornwallelectric.com – this email is regularly monitored.