



Media Release

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Postal disruption: Billing and payment information update

GUELPH, ON, June 16, 2011 – As a result of the postal disruption, Guelph Hydro Electric Systems Inc. has been hand-delivering electricity bills and critical customer information letters to residences and businesses within Guelph and Rockwood since June 15. Although some bills and payments may currently be secured at Canada Post sorting stations, customers are responsible for keeping their accounts up to date.

Guelph Hydro Electric Systems Inc. has a variety of options in place to assist customers in monitoring and paying their accounts.

By visiting the Guelph Hydro website (www.guelphhydro.com), customers can register for an online account where they will have access to their account information, including account balances and payment history. Customers also have the option of requesting their account information by emailing Guelph Hydro customer service via their Guelph Hydro accounts (click "Email us") or by emailing binquiri@guelphhydro.com. Customers may also call and speak to a Guelph Hydro customer service representative, available Monday to Friday, 8:00 a.m. to 4:30 p.m.

Once customers have their balance, payments may be made using one of the following options:

- Customers have the option of paying their bills through their bank or financial institutions
- Through online banking
- Through telephone banking.
- There is a drop box available for cheques located at Guelph Hydro's 395 Southgate Drive facility. Any cheques received will need to include customer account numbers.
- Customers may also pay by credit card online (www.guelphhydro.com) or by calling 1-877-273-2184. (Customers should note that a service charge will apply to payments made through Paymentus.)

Customers can also drop off payment cheques at the following depot locations:

- A.M. and P.M. Variety & Snack Bar, located at 88 Waterloo Avenue, Guelph
- "K" Variety, located at 82 Northumberland Street, Guelph
- Victoria Variety, located at 483 Speedvale Avenue East, Guelph
- Willow Smoke & Gifts, located at 130 Silvercreek Parkway North, Unit 6, Guelph
- Rockwood Pharmacy, located at 175 Alma Street, Unit B, Rockwood

Guelph Hydro Electric Systems Inc. is responsible for delivering electricity safely, reliably, and responsibly to the homes and businesses in the Guelph and Rockwood communities.