



Newmarket-Tay Power Distribution Ltd.

How to receive and pay your Newmarket-Tay Power Distribution bill if there is a Canada Post work stoppage

A potential Canada Post work stoppage early this fall may delay customer bills and payments normally sent by mail.

Please remember that you will continue to be responsible for paying your Newmarket-Tay Power Distribution bill on time during a postal disruption. To keep track of your bills and avoid late fees, we encourage you to register your account on www.ntpower.ca

To sign up, please visit our website and follow the simple steps to access your account online and switch to e-bill.

You can also make payments through online banking, at a bank machine, online credit card (fees apply) or in person at your financial institution or at our local offices.

Here are some questions and answers to help you if there is a Canada Post work stoppage.

I receive my bill in the mail. How can I check my account balance?

We recommend [switching to e-bill](http://www.ntpower.ca) on www.ntpower.ca to stay up to date on your account activity, payment amounts and due dates. Select your location and then choose "My Account" from the top menu.

You can also check your account balance by calling 905-895-2309 or 705-534-7281 and selecting "account inquiry" from the "billing inquiries" option.

What are my payment options during a postal disruption?

- **Online**
Visit www.ntpower.ca and sign up for pre-authorized payments by EFT. You can also make a one-time credit card payment.
- **In person at our local office locations**
 - Newmarket customers: 590 Steven Court, Newmarket, Ontario
 - Tay customers: 16984 Hwy 12, Midland, Ontario
- **In person at a bank or ATM**
You can also print your e-bill and pay in person at your bank or through an ATM. Please contact your financial institution for instructions and details.

Will late payment charges apply if I don't get my bill or can't send a cheque?

Yes. To avoid late fees, please register for e-bill to stay updated on your account and pay your bill using any of the options outlined above.