



CUSTOMER INFORMATION NOTICE

Postal Strike

June 3, 2011 – MISSISSAUGA, Ontario – Some Enersource customers may be impacted by the postal strike, especially as it relates to receiving bills or mailing in payments.

During the postal strike, customers are still responsible for paying their bill by the due date!

If you normally mail your payment to us, and there is a service disruption which delays your payment reaching us, you may incur late payment charges and/or collection activities on your account.

We would encourage customers to register for paperless billing by visiting www.enersource.com as a convenient option to receive and view your bills online. Customers on e-billing will continue to receive their e-bills.

Bill payment drop boxes can be accessed at Enersource's offices located at 3240 Mavis Road (just north of Dundas Street).

Payments can be made using telephone banking or on-line using internet banking or in person at your local bank. Payments can also be made at any Western Union location but please note that a convenience fee will be applied.

If you have any questions or concerns, please contact customer service at 905-273-7425. Thank you for your co-operation and assistance.