

# pay YOUR way

November 2010

HCH 2010.05



## we now accept major credit cards.

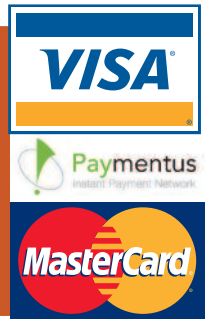
We will be accepting payments using Visa or Master Card through a bill payment system powered by Paymentus Corporation. This service will be available in November, 2010.

### TWO OPTIONS\* FOR PAYING YOUR BILL WITH VISA OR MASTER CARD

**OPTION 1 - Online Payment**

**OPTION 2 - Telephone Payment (1-877-462-1749)**

\* Paymentus Corporation charges processing fees to the customer for paying bills using this service.



When you make a payment online or through the toll free telephone number using Visa or Master Card, we will receive a notification of your payment, if accepted. We will then post it to your account within two (2) business days. You will also receive a confirmation number when your payment has been accepted. Please record the date you made your payment and the confirmation number for your future reference.

## payment options

Haldimand County Hydro Inc offers a variety of options for bill payments.



#### DROP BOX

Located at our office. Pay by cheque or money order — NO CASH.  
*(see reverse for office address)*



#### CREDIT CARDS

*(see above)*



#### BY MAIL

Return remittance portion of the bill along with a cheque or money order.  
*(see reverse for mailing address)*



#### PRE-AUTHORIZED PAYMENT

*(see reverse)*



#### FINANCIAL INSTITUTION

At your local bank or trust company in person or online.



#### TELEBANKING

Through your bank or trust company.

### CONFIRM YOUR PAYMENTS BY EMAIL

Avoid unnecessary overdue payment notices and collection action by confirming your payments via email to: [info@hchydro.ca](mailto:info@hchydro.ca).

Visit [www.haldimandcountyhydro.ca](http://www.haldimandcountyhydro.ca) for complete payment option details



# Set it and forget it-sign up for our pre-authorized payment plan.

Name(s): \_\_\_\_\_

HCH Account Number: \_\_\_\_\_

Type of Service (check one): Personal \_\_\_\_\_ Business \_\_\_\_\_

Service Address \_\_\_\_\_

Mailing Address (If different from above) \_\_\_\_\_

Telephone (Home): \_\_\_\_\_ Telephone (Work): \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

I/We hereby authorize Haldimand County Hydro Inc. to debit my/our bank/trust account for monthly variable payments of my/our hydro/water account on the due date.

I will notify Haldimand County Hydro Inc. immediately if there is a change in my bank/trust account.

This authorization may be cancelled at any time upon 30 days written notice. For further information on your right to cancel this agreement or to obtain a sample cancellation form visit, [www.haldimandcountyhydro.ca](http://www.haldimandcountyhydro.ca).

Name of Financial Institution \_\_\_\_\_

Branch Address \_\_\_\_\_

Town \_\_\_\_\_ Province \_\_\_\_\_

Account No.: \_\_\_\_\_

Date: \_\_\_\_\_

Signature(s): \_\_\_\_\_

for  
Joint Acct. \_\_\_\_\_

You *[or I/We, depending on the context]* have certain recourse rights if any debit does not comply with this agreement. For example, you *[I/we]* have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD Agreement. To obtain more information on your *[my/our]* recourse rights, *[I/we may]* contact your *[my/our]* financial institution or visit [www.cdnpay.ca](http://www.cdnpay.ca).

**\*Please send one of your cheques marked VOID for verification purposes along with this application.**

**Please mail or fax this completed application to the Haldimand County Hydro Customer Service Centre (see below for contact information).**

## QUESTIONS? CONTACT OUR CUSTOMER SERVICE CENTRE AT

1 Greendale Drive, Caledonia, ON N3W 2J3 • Tel: 905-765-5211 • Toll Free: 1-877-872-2570  
Fax: 905-765-8211 • Email: [info@hchydro.ca](mailto:info@hchydro.ca)