



### Important Information Regarding Potential Canada Post Work Stoppage

In the event of a postal service disruption, we're reminding customers it's important to stay on top of your bill payments, ensuring their bills are paid by the due date.

To access your bill and other important account details, log in to: <https://myaccount.elkenenergy.com/>, E.L.K.'s online account information service. If you haven't already created an account, we encourage you to do so, as payments must still be made on time even during a postal disruption.

Consider signing up for paperless billing to receive email notifications when your bill is ready. Click here for more information: <https://elkenenergy.com/accounts-services/billing-payment/paperless-billing> Pre-Authorized Payments are available by budget or due date.

**Important:** If there is a disruption in postal services, please do not send payments through the mail. Click here to view alternate payment options: <https://elkenenergy.com/accounts-services/billing-payment/payment-options>

Our Customer Service team is available to assist you by email at: [customer.service@elkenenergy.com](mailto:customer.service@elkenenergy.com), or by phone at 1-519-776-5291 or 1-877-355-7798. Monday to Friday, from 9:00 AM to 4:00 PM.