

## Canada Post Labour Dispute Frequently Asked Questions

### **Q. Do I still have to pay my bill on time during a mail strike?**

A. Yes, similar to other organizations, customers are still required to pay their balances on time.

### **Q. I usually mail a cheque to pay my bill, how do I pay if there is no mail service?**

A. Payments will continue to be accepted at financial institutions, such as banks and credit unions. Telephone and internet banking allow you to pay from the comfort of home. Payments (cheques or money order only, no cash) can also be dropped off at 55 John Street North in Hamilton, and 340 Vansickle Road or 129 Church Street in St. Catharines, either during normal business hours or through the after-hours drop box.

We are also able to sign you up for Pre-Authorized Payment if you have access to a fax machine. Simply print the Pre-Authorized Payment form from our website, complete all information including bank account details and signature, and fax the form to us. We will take care of the rest.

### **Q. How can I find out my balance?**

A. Horizon Utilities provides many options for customers to learn their account balance, other than through regular mail. We encourage customers to register for online access and paperless billing by visiting [www.horizonutilities.com/apply](http://www.horizonutilities.com/apply) as a convenient option to view your transactions and bills online.

You can also utilize our 24/7 Self-Service telephone options to find out your account balance by calling 905-522-9200 (Hamilton) or 905-984-8961 (St. Catharines).

Horizon Utilities will also make our best efforts to have utility bills hand delivered to the service location for customers who have not taken advantage of our paperless billing options.

### **Q. How do I determine what the due date is for my balance?**

A. If you are billed every other month (bi monthly), your bill is due approximately 60 days after the previous bill was due. Please check the due date on your last Horizon Utilities bill to determine your current bill due date.

If you are billed every month, your bill is due approximately 30 days after the previous bill was due. Please check the due date on your last Horizon Utilities bill to determine your current bill due date.

### **Q. What if Horizon receives my payment late?**

A. Consistent with our normal practice, late payments are subject to interest charges. Ongoing non-payment of bills may be subject to collection activities.

### **Q. How long will the strike last?**

A. Horizon does not have any additional information. Our information is limited to what is reported through the media.