

Due to the spread of COVID-19 (novel coronavirus) in Canada, THI has temporarily altered its service delivery model, including reduced customer interaction with staff. However, there are still a variety of ways to obtain service.

Our Customer Service Team is available by phone Monday to Friday, 8:00 a.m. to 5:00 p.m. Please call 519-688-3009 for assistance and we will do our best to assist you.

Payment Options

Online	You can make a payment online through your banking institution’s website or mobile application. If you require information to set up payment options, please call our Customer Service Team.
Credit Card	THI accepts payment via credit card using a 3 rd party vendor (Paymentus) . This function can be accessed via the THI website under “My Home” or “My Business” sections and following the “Other ways to pay” link. An additional transaction fee will be paid by the customer.
Mail	Cheques can be sent to our Customer Service Office - 10 Lisgar Ave, Tillsonburg ON N4G 5A5
Drop box	Located at the Customer Service Centre (10 Lisgar Ave). Cheques are preferred for drop off. If you need to pay by cash, please call us first.
Pre-authorized payment	Call our Customer Service Team or contact us via the THI website to start this process.

Receipts will be mailed or emailed if required for all transactions. Please contact our Customer Service Team to arrange for receipts or follow-up on payments made.

Account Changes (including new accounts) can be arranged through the THI website again through the “My Home” or “My Business” sections of the website and following the link to “Make changes to your account”. Our Customer Service Team is also available via phone to make changes to accounts.

Customers are also reminded of our Customer Service Portal where customers can obtain account balances (including confirmation of payments made), historical and current invoices, arrange payment and view usage history. Follow the “**My Account**” tab on the THI website and follow the appropriate link to “**Register**” or “**Login**”. Our Customer Service Team is available to assist as required.

Finally, THI would like to remind our customers that we don’t control the Time-of-Use pricing regime and that the rates and time structure is set in conjunction with the Ontario Energy Board (OEB) and the Provincial Government. The following link can be used to for further reference on time structures and holidays <https://www.oeb.ca/rates-and-your-bill>.

Again, please don’t hesitate to call our Customer Service Team for any clarification on these issues or any other service need you may have. Please remember to follow safe hygiene practices for yourself, your family and community. For the latest updates on COVID-19 response in the Town of Tillsonburg visit <https://www.tillsonburg.ca/en/town-hall/novel-cononavirus-covid-19-information.aspx>.

Ian McKenzie – General Manager