



September 30th, 2025

Important Update: Payments during the Canada Post Strike

On September 25, 2025, the Canadian Union of Postal Workers (CUPW) initiated a nationwide strike, leading to significant delays in mail and parcel services across Canada. As the strike continues, mail processing and delivery remain suspended, and some post offices are temporarily closed.

At ND Energy, we are committed to helping our customers securely manage their accounts and stay informed. To ensure you can access your account and make timely payments during this period, we encourage you to explore alternative options for account management and bill payments.

Please note that the Canada Post strike will not justify delays in payments.

Managing your Utility Account

To avoid disruptions and ensure accurate payments, please check your account balance and access your bill using the following methods

ND Energy Portal

The ND Energy website provides a convenient way to manage your account. By registering and logging in, you can:

- View your account balance and due date on your dashboard.
- Access your bill summary.
- Download and save your bills in PDF format.

Paperless Billing

Sign up for paperless billing to receive notifications via email or text when your bill is ready. This ensures secure and timely access to your account details.

Key Account Management Tips

- **Stay Updated:** Always be aware of your account balance and due dates to avoid late payment charges

- **Account Number & Password:** You'll need these details, found on your monthly bill, to make payments or manage your account online
- **New Tenants or Moving Out**
 - Register a new tenant by completing and uploading the **New Tenant Customer Services Agreement Form**.
 - If you are moving out, complete and upload the **Move Out/Close Account Form**, ensuring you include your forwarding address
- **E-Billing:** Register today to gain insights into your energy consumption and streamline your account management.

7 Convenient Payment Options

We offer multiple payment methods to suit your needs:

- **Online Banking:** Add ND Energy as a payee and use your account number.
- **In-Person Banking:** Visit your local bank branch to make a payment.
- **Pre-Authorized Payments (PAP):** Set up automatic payments for your convenience.
- **By Cheque:** Mail payments to **6205A Airport Road, Suite 300, Mississauga, ON L4V 1E1**.
- **Payment by Phone:** Call **1-844-804-8091** to pay securely.
- **By Credit Card:** Use PaymentUs (service fees may apply).
- **By Phone with Our Office:** Call us between **9:00 AM - 5:00 PM** for assistance

Thank You for Your Understanding!

We appreciate your cooperation and patience during this time. By leveraging these tools and resources, you can stay on top of your account management and ensure uninterrupted service. If you have any questions, please don't hesitate to contact us.

For more details on how a Canada Post Service disruption would impact you, please refer to the Canada Post link below.

<https://www.canadapost-postescanada.ca/cpc/en/our-company/news-and-media/corporate-news/negotiations-list.page>

Thank you for choosing ND Energy!