

Ways to Pay your Bill

Paying your Hydro One Remotes electricity bill is easy and can be done a number of ways:



Online with Internet or Mobile Banking App

1. Open your online banking or mobile banking app.
2. Add us as “Payee” (*a company you want to pay*):
 - a. Select Hydro One Remote Communities Inc. or Hydro One Networks Inc. (*either will work*)
 - b. Type in your 12 digit account number (in the top right corner of your bill starting with a 29)
3. Type in the amount you would like to pay, confirm payment, done!

By Credit Card

- Phone us at 1-800-465-5085 to pay by credit card.
- We accept Visa, Mastercard, Visa Debit and pre-paid credit cards including Northern Store “WE” cards. *Note that your credit card may charge a transaction fee.*

Telephone Banking

If you would like to use a Debit Card to pay your bill, you can pay through your bank’s telephone banking service.

At a Bank

If your community has a bank (*many reserves do not*), or if you are visiting a place that does, bring your bill with you and pay there. As well, most banks allow bill payment at their ATM bank machines.

At the Post Office or Store

Send a money gram from your local post office or store.

By Mail

Mail us a money order or bank cheque.

Hydro One Remotes Billing

Phone: 1-800-465-5085 Monday to Friday 8am-4:30pm Eastern Time

Email: RemotesBilling@HydroOne.com Fax: 1-807-475-8123

Billing Options

Pre-Authorized Payment

- If you have a bank account, you can sign up for free to have your exact payment automatically withdrawn every month! A fast, simple and easy way to pay your electricity bill.
- We withdraw the exact amount of your bill from your account 21 days after the bill is issued so you always pay on time and you avoid late payment charges.
- Phone us at 1-800-465-5085 to set up Pre-Authorized Payments.

Budget Billing

- With Budget Billing you pay an AVERAGE of your annual bill each month, instead of high bills in the winter and lower bills in the summer.
- Budget billing gives you a steady payment amount to budget for.
- Phone us at 1-800-465-5085 to find out what you would pay every month,

PRE-AUTHORIZED PAYMENT, ELLA'S STORY



Ella is an Oji-Cree speaking elder who manages the bills for her household.

To pay her electricity bill, she would wait for her bill to arrive in the mail and then phone her son to give her a ride to the community store.

She would then transfer money from her bank account to her Visa card (charged a fee by the store), and then pay her bill with the Visa card at the store (charged another fee by the store).

She found this process to be complicated and expensive.

She recently signed up for Pre-Authorized Payment, and now doesn't have to do anything! The exact amount she owes comes out of her banking account on the correct day, no worries and no fees.

She finds this much easier.

She still gets her electricity statement (bill) mailed to her showing her what she has paid.

Programs to help

Ontario Electricity Support Program (OESP)

This program puts a credit on your monthly bill. It can be a credit of \$52 up to \$113 depending on your income and how many people are living in your house.

ONTARIO ELECTRICITY SUPPORT PROGRAM (OESP)

Household Income (total \$ earned by all people in house)	Number of people living in the house (Household Size)						
	1	2	3	4	5	6	7+
\$28,000 or less	\$68	\$68	\$75	\$83	\$90	\$113	\$113
\$28,001 – \$39,000		\$60	\$68	\$75	\$83	\$90	\$113
\$39,001 – \$48,000			\$52	\$60	\$68	\$75	\$83
\$48,001 – \$52,000					\$52	\$60	\$68

To apply call Ontario Native Welfare Administrator's Association (ONWAA) at 1.844.885.3157, email oesp@onwaa.com or visit www.electricitysupport.ca

Low-Income Energy Assistance Program (LEAP)

Have you fallen behind and may be disconnected? (You need to have a disconnection letter to be eligible for this program) You may be eligible for a grant of up to \$600 each year to help avoid service disconnection.

To apply for either of these programs, contact the Ontario Native Welfare Administrators Association (ONWAA) at 1-844-885-3157, email oesp@onwaa.com or visit www.OntarioElectricitySupport.ca. Customers do not need to be on social assistance to qualify.