E.L.K. Encourages Customers to Prepare for Possible Canada Post Strike

FOR RELEASE THURSDAY, NOVEMBER 14, 2024

E.L.K. Energy Inc. would like to remind customers that in the event of a service disruption their bills and/or mail-in payments could be affected. Customers are asked to stay informed of their account status and ensure payments are made by their due dates.

To access your bill and other important account details, log in to: https://myaccount.elkenergy.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. For more information see: https://elkenergy.com/accounts-services/billing-payment

E.L.K. would also like to encourage customers to sign up for Pre-Authorized Payments by visiting: https://www.elkenergy.com/accounts-services/billing-payment/payment-options

Important: If there is a disruption in postal services, please do not send payments through mail and be mindful that other payment options may take longer to reflect on your account. To view other payment options please visit: https://elkenergy.com/accountsservices/billing-payment/payment-options

Our Customer Service team is available to assist you by email at: customer.service@elkenergy.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.

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About E.L.K.:

E.L.K. Energy is a Local Distribution Company that services the communities of Belle River, Comber, Cottam, Essex, Harrow and Kingsville in Ontario, Canada. With a peak load of 65 megawatts, we deliver a safe, reliable and efficient supply of electricity to over 12,600 customers from the residential, commercial and industrial sectors, through over 168 kilometres of overhead and underground cables, spanning 23 square kilometres of service territory. E.L.K. Energy is wholly-owned by the Corporation of the Town of Essex.