

MEDIA RELEASE

City of Brantford, Brantford Power to separate billing

BRANTFORD ON -- The City of Brantford and Brantford Power Inc. are separating the billing of water, wastewater (sewer) and electricity charges that were previously combined in one monthly bill.

Under the new arrangement, the City will bill for water, wastewater (sewer) services as well as for rental equipment such as hot water heaters and sentinel lighting. Brantford Power will continue to be responsible for distributing and billing for electricity within the City.

Customers will receive notice of the change in future bills.

The new billing arrangement is a continuation of a change in the relationship between the City and Brantford Power that began in 2012. The corporate re-structuring eliminated the sharing of customer service responsibilities and further established Brantford Power as an autonomous business.

Darryl Lee, the City of Brantford's General Manager of Corporate Services, said the re-structuring allows both organizations to focus on their own customers. "There will be an opportunity for more directed communications as each organization concentrates on its areas of expertise. Customers will have a better understanding of who is responsible for delivering specific services," he said.

As part of this continuing process, the City will achieve greater efficiencies through a new Billing/Customer Information System that will improve information flow with customers, Lee said.

Paul Kwasnik, CEO of Brantford Power, said this is an optimum time for the City-owned utility to operate more autonomously, like any other business as the City pursues new directions with its own customer service functions. "We can now focus on our own customer needs in terms of operational efficiencies and Conservation and Demand Management programs, delivered through a re-designed customer centric website and future e-services," Kwasnik said.

For more information please contact:

Darryl Lee
General Manager of Corporate Services
(519) 759-4150 ext. 2223

Paul Kwasnik
CEO, Brantford Power Inc.
(519) 751-3522 ext. 3226

