



October 18, 2012

FOR IMMEDIATE RELEASE

---

## **CUSTOMER INFORMATION NOTICE**

### **Utility Account Information Now Online**

**BRANTFORD, ON** - The City of Brantford and Brantford Power Inc. have teamed up to offer utility account and consumption information to customers through myBrantford.ca, the City of Brantford's web portal for online services. Customers can now view their electricity and water/wastewater account from any Internet connection.

Whether you have lost your utility bill or want to compare your monthly consumption and charges, you now have the ability to do so with the convenience of online access. By simply setting up a myBrantford.ca user account, then registering your utility account number, you can access your current and historical account information for the past 17 months.

To register, you will require your utility account number and your last bill amount, and will need to provide either your date of birth or driver's license number to confirm you are the account holder. Multiple accounts can be accessed once they are all registered. New customers will not be able to access utility account information until after they receive their first bill.

City of Brantford and Brantford Power Customer Services representatives are available at 519-756-1360 to assist those with a myBrantford.ca account who are having difficulty registering their utility account information.

For further information, please contact:

Heather Wyatt  
Director of Regulatory Affairs  
Board Secretary, Brantford Power Inc.  
519-751-3522 ext. 3269  
hwyatt@brantford.ca

Daniela Di Francesco  
Manager, Customer Services  
City of Brantford  
519-759-4150 ext. 4260  
DDiFrancesco@brantford.ca