

Understanding your Enercare bill

Here are some important things to note about your bill.

1 **Account Number:** 000000000000

2 **Invoice Date:** April 01, 2025

3 **Due Date:** April 21, 2025

4 **Total Due:** \$82.56

Important Messages

Did you know?
Enercare can provide heating, cooling and hot water at your commercial property. Learn more at enercare.ca/commercial or call 1-800-266-3939

Reminders

Set up for Paperless Billing
Enroll in paperless billing and get your monthly bill notifications by email. Plus, save on a paper bill fee of \$1.50. Set up now at myaccount.enercare.ca

Thank You for Being Our Customer
As a valued Enercare customer, we look forward to providing outstanding service for your heating, cooling, plumbing, electrical, water heating & treatment needs at your home or commercial property.

	\$	84.64	
you	-\$	87.54	CR
	-\$	86.13	CR
	-\$	723.68	CR
	-\$	0.36	CR
Details begin on Page 2			
	\$	74.47	
	-\$	1.23	CR
	\$	9.68	
	-\$	0.36	CR
	\$	82.56	

1 Account number

This 12-digit account number is unique to your account.

2 Invoice date

The date your bill was issued.

3 Due date

The date your payment is due. If you have pre-authorized payments set up, this is the date the withdrawals will occur.

4 Total due

This is the total amount due, including new charges and any outstanding balances.

5 Important messages and reminders

This portion of the bill provides monthly updates that are relevant to you, including reminders and offers.

6 Moving information

This part of the bill lets you know what to do if and when you need to move from your current address.

7 Products and services

This lists the products and/or services, including service period, associated with your account starting on the second page of your bill.

8 Paper invoice fee

This is a monthly **\$1.50** charge for paper bills. Log in or register for My Account at myaccount.enercare.ca to opt into paperless billing.

Important Messages

Did you know?
Enercare can provide heating, cooling and hot water at your commercial property. Learn more at enercare.ca/commercial or call 1-800-266-3939

Reminders

Set up for Paperless Billing
Enroll in paperless billing and get your monthly bill notifications by email. Plus, save on a paper bill fee of \$1.50. Set up now at myaccount.enercare.ca

Thank You for Being Our Customer
As a valued Enercare customer, we look forward to providing outstanding service for your heating, cooling, plumbing, electrical, water heating & treatment needs at your home or commercial property.

Planning to Move? Let Us Know 30 Days in Advance!
Complete the Moves Form at enercare.ca/moves to transfer your rental agreement(s) and/or protection plan(s) or submit your request by logging into My Account at myaccount.enercare.ca/move

Need Help Understanding Your Bill?
For all your billing or payment inquiries, visit myaccount.enercare.ca

	\$	84.64	
Thank you	-\$	87.54	CR
Thank you	-\$	86.13	CR
you	-\$	723.68	CR
	-\$	0.36	CR
Details begin on Page 2			
	\$	74.47	
	-\$	1.23	CR
	\$	9.68	
	-\$	0.36	CR
	\$	82.56	

You Saved a total of \$0.00 on this bill

N: A late payment penalty* will apply if payment is not

Rental	Heat Recovery Ventilator Rental Credit	Sep 01, 2024 - Sep 30, 2024
Rental	Heat Recovery Ventilator Rental Credit	Oct 01, 2024 - Oct 31, 2024
Rental	Heat Recovery Ventilator Rental Credit	Nov 01, 2024 - Nov 30, 2024
Rental	Heat Recovery Ventilator Rental Credit	Dec 01, 2024 - Dec 31, 2024
Rental	Water Purification System Rental -- Proration	Jan 01, 2025 - Jan 19, 2025
Rental	Combo Heating Rental	Jan 01, 2025 - Jan 31, 2025
Rental	Furnace Rental	Jan 01, 2025 - Jan 31, 2025
Rental	Water Purification System Rental -- Proration	Jan 20, 2025 - Jan 31, 2025
Rental	Water Purification System Rental	Feb 01, 2025 - Feb 28, 2025
Rental	Combo Heating Rental	Feb 01, 2025 - Feb 28, 2025
Rental	Furnace Rental	Feb 01, 2025 - Feb 28, 2025
Rental	Water Purification System Rental	Mar 01, 2025 - Mar 31, 2025
Rental	Combo Heating Rental	Mar 01, 2025 - Mar 31, 2025
Rental	Furnace Rental	Mar 01, 2025 - Mar 31, 2025
Adjustment	Bill Cycle Credit	--
Other	Paper Invoice Fee	--
Taxes	HST (13%)	--
	83973 2799 RT0001	--
Balance Forward	--	--

Four ways to pay:



Online: For one time or pre-authorized credit or debit card payments, visit myaccount.enercare.ca



By Bank: Set up **Enercare Home Services** (12-digit acct.) as a payee in online banking



By Phone: Credit card payment at 1-855-642-8607



By Cheque: Mail payment with account number to **Enercare Home Services, C/O T46600, PO Box 4660 STN A, Toronto ON M5W 0N7**

Frequently Asked Questions

How do I find my current balance?

Options to get your balance:

1. Log in or register for **My Account** to view your balance and previous bills.
2. Call **1-855-642-8607** to hear your current account balance by entering the telephone number and street address associated with your account, then selecting the option for "Billing."
3. Your balance is shown on the first page of your bill. If you made a payment or credits have been applied since your bill was issued, the actual balance may be different.

How do I opt into paperless billing?

Help reduce waste with convenient paperless billing. Get an email notification from info@billing.enercare.ca to your inbox each month. Plus, save the monthly paper bill fee of **\$1.50**.

Follow these steps to opt in:

1. Log in or register for **My Account**.
2. Click the **Billing icon** in the top menu bar. You'll be directed to the Billing overview page.
3. Select **Manage Billing Preferences** from the left side menu.
4. Opt into paperless billing by toggling the switch to ON.

How is the late payment penalty calculated?

A late payment penalty will apply if a payment is not received by the due date on your bill. The penalty is 1.5% per month on unpaid balances and will be added to your next bill.

For more Billing FAQs, please visit enercare.ca/bill



Manage your account

To save time and never worry about scheduling a payment, set up pre-authorized credit or debit payments, opt into paperless billing to save a monthly paper bill fee of **\$1.50**, book service appointments and manage your home services all in one convenient place.

Scan the QR code or visit myaccount.enercare.ca to log in or register for My Account using your 12-digit Enercare account number.

