

Important Information Regarding Possible Canada Post Service Disruption

Due to ongoing labour negotiations between Canada Post of the Canadian Union of Postal Workers (CUPW), a postal service disruption is possible as early as **Thursday, May 22, 2025**.

In the event of a service disruption, the delivery of your bills and mail-in payments may be affected.

E.L.K. would like to remind customers of their responsibility to stay informed about their account balance and to ensure timely payments, even if postal services are delayed.

To avoid delays and potential late payment charges, E.L.K. urges customers to prepare for a possible mail service disruption by signing up for eBilling and/or Pre-Authorized Payments.

Options to Access/Receive Your Bill:

1. **Sign up for eBilling** – Sign up for paperless eBilling and receive an email notification when your bill is ready to view online. Click here: [Paperless Billing](#)
2. **Log in or Sign up for MyAccount** – Log in or sign up for the MyAccount customer portal to view your bill online. Access MyAccount [here](#).

Options to Pay Your Bill:

Please **do not** mail your payment if a labour disruption is expected or occurring.

1. **Sign up for Pre-Authorized Payments** – With Pre-Authorized Payments, payment will automatically be withdrawn from your account on the due date, ensuring you never miss a payment. [Sign up for Pre-Authorized Payments](#).
2. **Credit Card or Financial Institution** – You can pay your bill through most financial institutions or by credit card. To use Paymentus for Credit Card payment call 1-877-479-3227.

Please remember, you are responsible for keeping your account up to date and ensuring that your payments reach E.L.K. by the due date.

Thank you for your cooperation.