



St John s electricity

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For nearly a century, we've powered the people of Saint John--at home, at work and at play. Our customers are counting on us to keep their power on and their rates stable and our track record shows that we've done this successfully for a long time. We're ready to play a bigger role in Saint John's future. Our customers are looking for products and services that help them use energy more efficiently and that comes from cleaner and more renewable sources. We are ready to evolve and create more value for our customers, our city and our province.

At Saint John Energy we pride ourselves on continuously improving to provide value to our customers. One of the ways in which we provide value is through offering excellent customer service. Please feel free to contact us at any time if you have a question or an issue you would like to discuss. We are here for you, your families and your businesses.

The service charge covers costs unrelated to your electrical consumption, such as meter readings, billing, customer service, insurance and property taxes. For example, even if you do not use electricity in a given month, we still need the infrastructure to provide you with power.

If you struggle to make payments, please contact our customer service department at (506) 658-5252 or toll-free at 1-877-907-5550. Our friendly, informative customer service representatives will help you make payment arrangements or suggest a more convenient payment schedule or method. We're here to help.

Online banking: All major financial institutions offer online banking services. Just sign on to your online banking and search for Saint John Energy under payees to get started.

Saint John Energy does not charge fees for electronic payments. Financial institutions may have fees depending on your banking package when using pre-authorized, online or telephone banking. Paymentus charges a 1.75% fee on credit card payments.

Paymentus limits transactions to \$1,000. You may make multiple payments up to \$1,000; fees apply as above to each transaction. There are no other limitations to electronic payments.

If you are away from home when the meter reader comes to read an inside meter, they will leave a meter reading postcard that you can return to us with your reading. The card also has contact information to call our office to report your consumption. If you don't return the card or call in your reading, your consumption is estimated based on your usage history.

Anytime, although the program runs from September to August each year. Any balances or credits owing are added to your bill in September, and a new equalized period begins. We do a mid-year review to assess the



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accuracy of your monthly amount and adjust if needed.

Double-check your energy usage. You may use more energy than expected. There are several reasons why bill amounts increase, including colder weather, the purchase of new appliances, hosting guests, and making repairs to the home. See the Energy Conservation section of our website for otherways to reduce your usage.

We may have overestimated or underestimated the amount of electricity you used. This can happen when we haven't been able to take a reading from your meter and must estimate the amount consumed.

If you still have doubts, you can contact us to review or ask us to remove the meter at your property and send it to Measurement Canada for testing. If the meter is measuring accurately, you'll be responsible for the testing fee of \$100 plus tax.

Contact us for free full report

Web: <https://www.sumthingtasty.co.za/contact-us/>

Email: energystorage2000@gmail.com

WhatsApp: 8613816583346

