Your water bill is changing from ERTH to Norfolk County, effective January 2027

January 2027

- Final ERTH water bill issued

Who do I pay?

- **On or before January 27, 2027, pay ERTH-issued bills to ERTH**
- Any amounts not paid by January 27, 2027, will be transferred to your NEW Norfolk County water bill and must be paid to Norfolk County

After January 27, 2027

IMPORTANT

Who do I pay?

- **After January 27, 2027, pay any outstanding ERTH-issued bills to Norfolk County**
- **Do not pay ERTH after January 27, 2027**

March 2027

- First Norfolk County water bill arrives

Who do I pay?

- **Pay all Norfolk-issued bills to Norfolk County**
- Please ensure you update your online banking payee information with your new account number
- Visit norfolkcounty.ca/WaterBilling

What else is changing?

Account holder

- Norfolk County will issue bills to property owners only
- You will receive a NEW account number for your Norfolk County water account
- Tenant-held accounts with ERTH will convert to the property owner
- Property owners can add a secondary account holder, such as a tenant, to their water account by completing the online form at **norfolkcounty.ca/Tenant**
- Bills will be issued bi-monthly (every other month, six bills per year), but payments can be made monthly with pre-authorized payments (PAP)

Pre-authorized payments (PAP)

- Enroll in Norfolk County's PAP program online at **norfolkcounty.ca/PAP**
- Choose monthly or bi-monthly payment, with an equal billing option available
- If you are enrolled in ERTH's pre-authorized payment plan and want to continue with Norfolk County's PAP program, you must re-enroll at **norfolkcounty.ca/PAP**. Please complete the PAP form as soon as possible to ensure continued enrollment

Sign up for eBilling

- Enroll in Norfolk County's eBilling program online at **norfolkcounty.ca/eBilling**
- Residents who enroll in eBilling will receive a $2 credit on each water bill
- If you are enrolled in eBilling with ERTH and want to continue with Norfolk County's ebilling option, you must re-enroll at **norfolkcounty.ca/eBilling**. Please complete the eBilling form as soon as possible to ensure continued enrollment

Your transition checklist

- ☐ **Do not pay ERTH after January 27, 2027**
- ☐ Watch for your NEW Norfolk account number
- ☐ Update your online banking payee information to Norfolk County Water
- ☐ Enroll in pre-authorized payments
- ☐ Enroll in eBilling
- ☐ Watch for your first Norfolk water bill in March 2027

Questions? Scan the QR code, visit norfolkcounty.ca/WaterBilling, or call ServiceNorfolk at 519-426-5870 or 226-NORFOLK, extension 0