



# ACCOUNT ISSUE FORM

Use this form to submit your account issue. Please make sure to fill in all information.

## Service Address

Service Address :

## Issue/Concern

### What do you need assistance with?

- I lost my bill or never received it.
- I need my bill balance and due date.
- I need assistance paying my bill.
- I need to discuss a collection issue.
- I need to discuss pre-authorized payment and/or equal billing.

- My bill seems unusually high or low.
- I received a disconnection notice.
- I need to update my billing/ mailing address.
- I'm having difficulty with "MyAccount" and e-Billing.
- Other.

**Please explain:**

## Contact Information

Account# :

First Name :

Last Name :

e-Mail :

Phone# :

Preferred contact method :      Email                      Phone

Today's Date :

Signature :

### Please mail or drop off at:

Mail to: Niagara Peninsula Energy  
7447 Pin Oak Drive  
P.O. Box 120  
Niagara Falls, ON L2E 6S9

E-mail to: [info@npei.ca](mailto:info@npei.ca)