



1867 Ashburnham Dr
 Peterborough ON K9L 1P8
 Phone: (705)748-6900
 Fax: (705)748-6761

Residential Collection Schedule	
Day 1	Invoice is issued.
Day 20	Invoice is due in full.
Day 26	Late payment charges are added.
Day 27	Overdue notice sent.
Day 39	48 hour automated call is attempted.
Day 41	A service disconnect order is issued.

The overdue notice is sent out 7 days after your due date if we have not received payment in full or an acceptable payment arrangement has not been made. There are two options to making a payment arrangement.

- 1) Call our office during office hours, Monday-Friday, 8:30-4:30, our phone number is 705-748-6900
- 2) Log into your account at peterboroughutilities.ca and use our online customer self-serve

Please ensure contact information is current to receive the 48-hour automated call, be notified of planned outages or other important Peterborough Utilities information.

Commercial Collections Procedure

Commercial Collection Schedule	
Day 1	Invoice is issued.
Day 16	Invoice is due in full.
Day 22	Late payment charges are added.
Day 30	Overdue notice sent.
Day 37	A service disconnect is issued.

The overdue notice is sent out 14 days after your due date if we have not received payment in full or an acceptable payment arrangement has not been made. There are two options to making a payment arrangement.

- 1) Call our office during office hours, Monday-Friday, 8:30-4:30, our phone number is 705-748-6900
- 2) Log in to your account at peterboroughutilities.ca and use our online customer self-

Please ensure contact information is current to be notified of planned outages or other important Peterborough Utilities information.