



# Understanding a Higher Electricity Bill



*Small changes in your home, or even changes in the season can lead to shifts in your electricity use. Visit [entegrus.com/billhelp](https://entegrus.com/billhelp).*



## Start with our checklist

Our Customer Checklist can help you explore possible reasons for changes in your usage, such as:

- More people at home or changes to your schedule
- Added appliances or equipment
- Heating, cooling, or thermostat use
- Increased use of space heaters, pool equipment, or electric vehicle charging



## Log in to My Account

Use My Account, your online energy management tool, to:

- View your usage by day or by hour
- Compare current usage with previous billing periods
- Spot unusual spikes or patterns over time

Start exploring your usage today: [entegrus.com/billhelp](https://entegrus.com/billhelp)





# Understanding a Higher Water Bill



*Entegrus bills on behalf of the Municipality of Chatham-Kent, City of St. Thomas & the Village of Newbury.  
For information on water rates, please visit your municipal, city or village website.*



## Start with our checklist

Our Customer Checklist can help you explore possible reasons for changes in your usage, such as:

- Seasonal use of outdoor taps, hoses, or sprinklers
- Filling a pool or hot tub
- Silent leaks or consistent drips from toilets, taps, or fixtures
- Water softeners or sump pumps running more often than expected



## Check for leaks

- **Toilet Dye Test:** Add food colouring to the tank. Wait 30 minutes. If colour appears in the bowl, the toilet may be leaking.
- **Overnight Meter Test:** Turn off all water. Record your meter reading before bed and check it in the morning. A change may indicate a hidden leak. If your leak indicator spins with no water use, you likely have a leak.

Learn more: [entegrus.com/billhelp](https://entegrus.com/billhelp)

