

Frequently Asked Questions

Who is ERTH Solutions?

ERTH Corporation currently provides billing services to more than 135,000 customers in 17 communities. We have been providing utility and municipal solutions for many years throughout Ontario.

The ERTH Solutions brand is utilized to service the customers of Oxford County and Norfolk County.

What are my payment options?

There are a number of convenient ways to pay your bill. Options include:

- Pre-authorized payments (PAP), by enrolling using our on-line form
- Cheque (through Canada Post) and mailed to the address on your bill
- In-person payments dropped off at your bank
- Telephone or on-line banking.
- Credit card payments through the ERTH Solutions online portal at www.erthsolutions.com. (Visa and MasterCard only).

What are the water rates?

Water and wastewater rates are set on an annual basis by the County and ERTH Solutions issues the corresponding invoices on their behalf. The actual rates can be found on the County Website.

How do I locate water pipes underground on my property?

Before starting any landscaping or digging on your property, always Call Before You Dig. To contact Ontario One Call to locate underground utilities including water pipes, call 1-800-400-2255 or visit www.on1call.com.

How do I contact ERTH Solutions?

Phone: 1-877-485-6050

E-mail: customerservice@erthsolutions.com

Website: www.erthsolutions.com

Mailing Address: PO Box 271, Dorchester, Ontario N0L 1G0