



ESA is Phasing Out Cheque Payments

Frequently asked questions about electronic payment options

The Electrical Safety Authority (ESA) is transitioning away from cheque payments and towards secure electronic payment options. Electronic payments are faster, more secure and more reliable than mailed cheques, while also helping reduce processing delays and paper use.

This change reflects broader shifts across the financial sector and public institutions toward digital payment methods and will help provide a more efficient payment experience for ESA customers.

Important Date

Beginning **September 1, 2027**, ESA will no longer accept cheque payments.

Customers who currently pay by cheque are encouraged to begin transitioning to one of the electronic payment options outlined below in advance of this date.

Frequently Asked Questions

1. Why is ESA phasing out cheque payments?

ESA is transitioning to secure electronic payment methods to improve payment processing and customer experience.

Electronic payments are:

- Faster to process
- More secure than mailed cheques
- Less vulnerable to mail delays or lost payments
- Easier to track and reconcile
- Aligned with modern banking and payment practices used across many organizations and public institutions

This transition will help improve efficiency while providing customers with more reliable payment options.

2. When will ESA stop accepting cheque payments?

ESA will no longer accept cheque payments as of September 1, 2027. Customers who currently pay by cheque should begin using one of the electronic payment methods below prior to this date.



3. What payment methods are available?

ESA offers several secure electronic payment options:

- a) Credit card
- b) Telephone or online banking
- c) EFT/wire transfer

Details for each payment option are outlined below.

a) Credit card payments

Online

Customers can make secure online credit card payments through ESA's online payment system. To request access, please contact ESA at: 1-877-372-7233.

By phone and saved card

Credit card payments can be made by phone during regular business hours by calling: 1-877-372-7233. Customers can also request that a credit card be stored for future use, at which time they can simply email their request to AccountsReivable@electricalsafety.on.ca and ask to pay invoices with the card on file.

b) Telephone or online banking

Customers can pay ESA through their financial institution's telephone or online banking platform.

Please search for **ESA** or **Electrical Safety Authority** as the payee.

Information required with your telephone or online banking payment:

- Your account name
- ESA account number (*or invoice number if you are a homeowner or one-time customer*)
- Master Electricians (MEs) should use their ME account number and keep payments separate from their Licensed Electrical Contractor (LEC) account.

c) EFT/Wire Transfer Payments

To help ensure accurate and secure payment processing, customers paying by EFT or wire transfer should **contact ESA's Accounts Receivable Department** for current banking information and payment instructions: AccountsReivable@electricalsafety.on.ca.

4. What do I need to do if I currently pay by cheque?

If you currently pay ESA by cheque, please begin transitioning to one of the payment methods outlined above **before September 1, 2027**.



ESA encourages customers to make this transition early to help avoid payment delays or disruptions.

5. Need assistance?

ESA recognizes that some customers may require support transitioning to electronic payments.

Customers with questions about payment options or unique payment circumstances are encouraged to contact the ESA Accounts Receivable Department:

Accounts Receivable Department

Electrical Safety Authority

Telephone: 1-877-372-7233 option 4

Email: AccountsReceivable@electricalsafety.on.ca

Thank you for your cooperation and continued support as ESA transitions to electronic payment methods.