



Connected Canadians
Canadiens Branchés

Paying bills

You can pay bills online using EasyWeb. The first time you pay a bill online, you'll need to enter the payee, which identifies the organization that you are paying and your account information so that the organization knows which account to apply your payment to.

Sometimes when searching for a payee name, multiple organizations appear. Pay close attention to the differences, and if you cannot determine which organization to choose, you can contact the payee directly to ask them which item to choose.

You can choose to pay bills as they come in, or you can set up recurring payments that automatically send a specific amount to an organization every week, two weeks, month, twice a month, or quarter.


[Adding a payee](#)

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 (613) 699-7896

 info@connectedcanadians.ca

 www.connectedcanadians.ca

 78 George St #204,
Ottawa, ON K1N 5W1

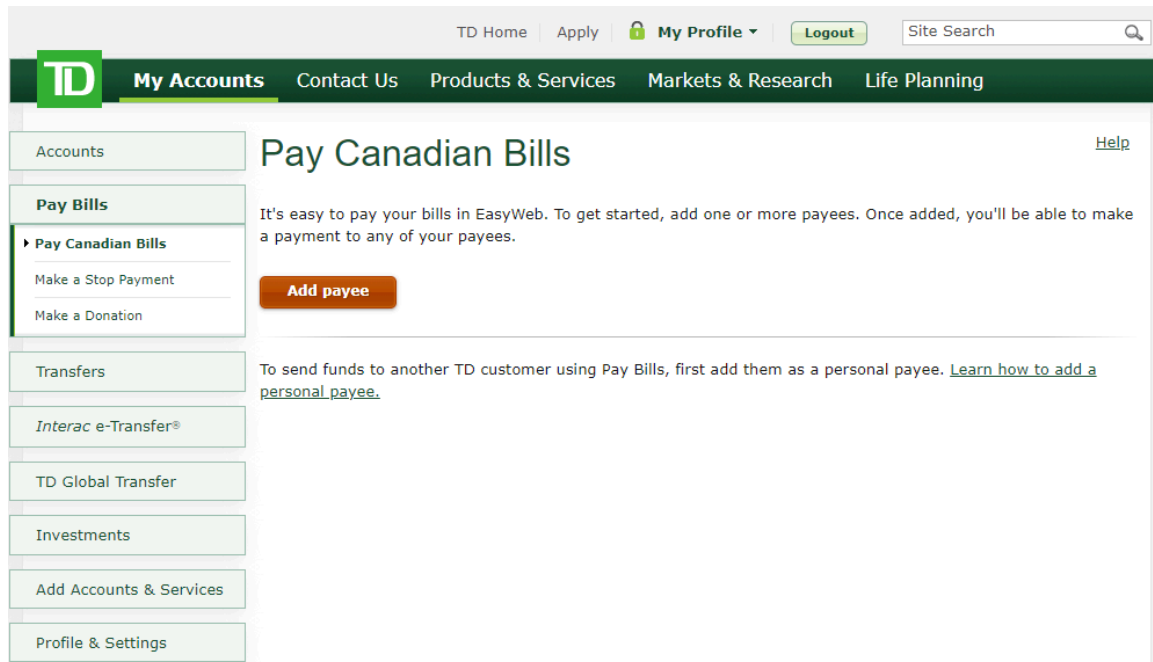


Adding a payee

To set up a payee:

1. From the menu on the left, click **Pay Bills**.

The **Pay Canadian Bills** page appears.



2. Click **Add payee**.


The screen changes to show a search bar.




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3. In the **Payee Name** field, type the name of the organization that you want to pay, and click **Search**.

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The organizations that match what you've typed appear.

4. Choose the organization that matches the one that you want to pay, and click **Add Selected Payee**.

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Additional fields appear to identify your account with this payee.

5. In the **Account Number** field, enter your account number for this organization without spaces or dashes.
This account number should appear on any bills you have received from this organization. If you are not sure of the account number, contact the payee directly to ask.
6. If you want to identify this payee differently from their payee name, in the **My Payee Name** field, enter a name that is meaningful to you.



7. Click **Next**.

The details for this payee appear for you to confirm.

TD Home | Apply | My Profile | Logout | Site Search

TD My Accounts | Contact Us | Products & Services | Markets & Research | Life Planning

Add Canadian Payee

Progress: Payee Details (✓) | Verification (✓) | Confirmation (3)

✓ You have successfully added your new payee. Thank you for banking with TD.

Payee Name	ENBRIDGE GAS INC.
My Payee Name (Description)	No description entered.
Account Number	[Redacted]

[Pay this payee](#) [Add another payee](#)

8. Click **Finish**.

The payee is created. Now you can pay that payee.



Paying a bill

To pay a bill:

1. From the menu on the left, click **Pay Bills**.
The **Pay Canadian Bills** page appears.

TD Home | Apply | My Profile | Logout | Site Search

TD My Accounts | Contact Us | Products & Services | Markets & Research | Life Planning

Accounts

Pay Bills

Pay Canadian Bills

- Payment History
- Scheduled Payments
- Add Payee
- Customize Payee List
- Pay U.S. Dollar Visa Card

Make a Stop Payment

Make a Donation

Transfers

Pay Canadian Bills

Help

1 Select Payee | 2 Payment Details | 3 Verification | 4 Confirmation

To pay one or more payees, check the box beside each payee you want to pay then select **Pay selected payees**. You can choose the account you want to make payment from in the next step.

Add payee | Pay Selected Payee(s)

Select	Canadian Payee	Last Payment
<input type="checkbox"/>	ENBRIDGE GAS INC.	--

Add payee | Pay Selected Payee(s)

2. In the **Select** column, select the check box for the payee that you want to pay.



3. Click **Pay Selected Payee(s)**.
The **Payment Details** page appears.

TD Home Apply My Profile Logout Site Search

TD My Accounts Contact Us Products & Services Markets & Research Life Planning

Pay Canadian Bills

Accounts

Pay Bills

- Pay Canadian Bills
 - Payment History
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 - Make a Stop Payment
 - Make a Donation
- Transfers
- Interac e-Transfer®
- TD Global Transfer
- Investments
- Add Accounts & Services
- Profile & Settings

1 Select Payee 2 **Payment Details** 3 Verification 4 Confirmation

Add details about this payment below. All fields are required unless noted as optional.

Payment To **ENBRIDGE GAS INC.**

From Account **TD EVERY DAY SAVINGS ACCOUNT - \$0.00** Current Balance **\$0.00**
Jul 18, 2023

Change default payment account >

Amount: \$ Frequency: One Time

Take from my account on: July 18, 2023

Back Next

[Get details on when payments are processed.](#)

4. From the **From Account** list, select the account that you want to pay this organization from.
5. In the **Amount** field, enter the amount that you want to pay.
6. To pay this bill on a specific date, in the **Take from my account on** fields, enter the date that you want to make the payment.
7. To set up a recurring payment to this organization:



- a. From the **Frequency** list, select **Recurring**.
Additional options appear.

Pay Canadian Bills



Add details about this payment below. All fields are required unless noted as optional.

Payment To **ENBRIDGE GAS INC.**

From Account ? TD EVERY DAY SAVINGS ACCOUNT	Current Balance ? \$0.00 Jul 30, 2023
Change default payment account >	

Amount \$	Frequency ? Recurring
Every Please select	Starting ? July 30 2023
Ending (choose a radio button and enter)	
<input checked="" type="radio"/> End date	2023
<input type="radio"/> After	payments
<input type="radio"/> When I cancel this payment	

[Back](#) [Next](#)

- b. From the **Every** list, select how often you want to make a payment for this amount.
- c. In the **Starting** fields, enter the first date on which you want to make a payment.
- d. In the **Ending** fields, enter the date on which you want to stop making recurring payments.
8. Click **Next**.
The details of your payment appear.



9. Click **Finish**.

The payment occurs or it is scheduled for the date you chose.

To view payments that you have scheduled:

- From the menu on the left, click **Pay Bills**, and then click **Scheduled Payments**.

The screenshot shows the TD My Accounts website interface. At the top, there is a navigation bar with 'TD My Accounts', 'Contact Us', 'Products & Services', 'Markets & Research', and 'Life Planning'. Below this, a left sidebar contains a menu with 'Accounts', 'Pay Bills', and 'Transfers'. Under 'Pay Bills', there are options for 'Pay Canadian Bills', 'Scheduled Payments', 'Add Payee', 'Customize Payee List', 'Pay U.S. Dollar Visa Card', 'Make a Stop Payment', and 'Make a Donation'. The main content area is titled 'Scheduled Payments' and includes a 'View' dropdown menu set to 'All Payees' with a 'Go' button. Below this is a table header with columns: 'To Payee', 'From Account', 'Frequency', 'Status', 'Amount', 'Payment Date', and 'Action'. A message below the table states 'There are currently no Scheduled Payments'. The top of the page features a search bar and a 'Logout' button.



Viewing payments

To view payments that you have made:

- From the menu on the left, click **Pay Bills**, and then click **Payment History**.

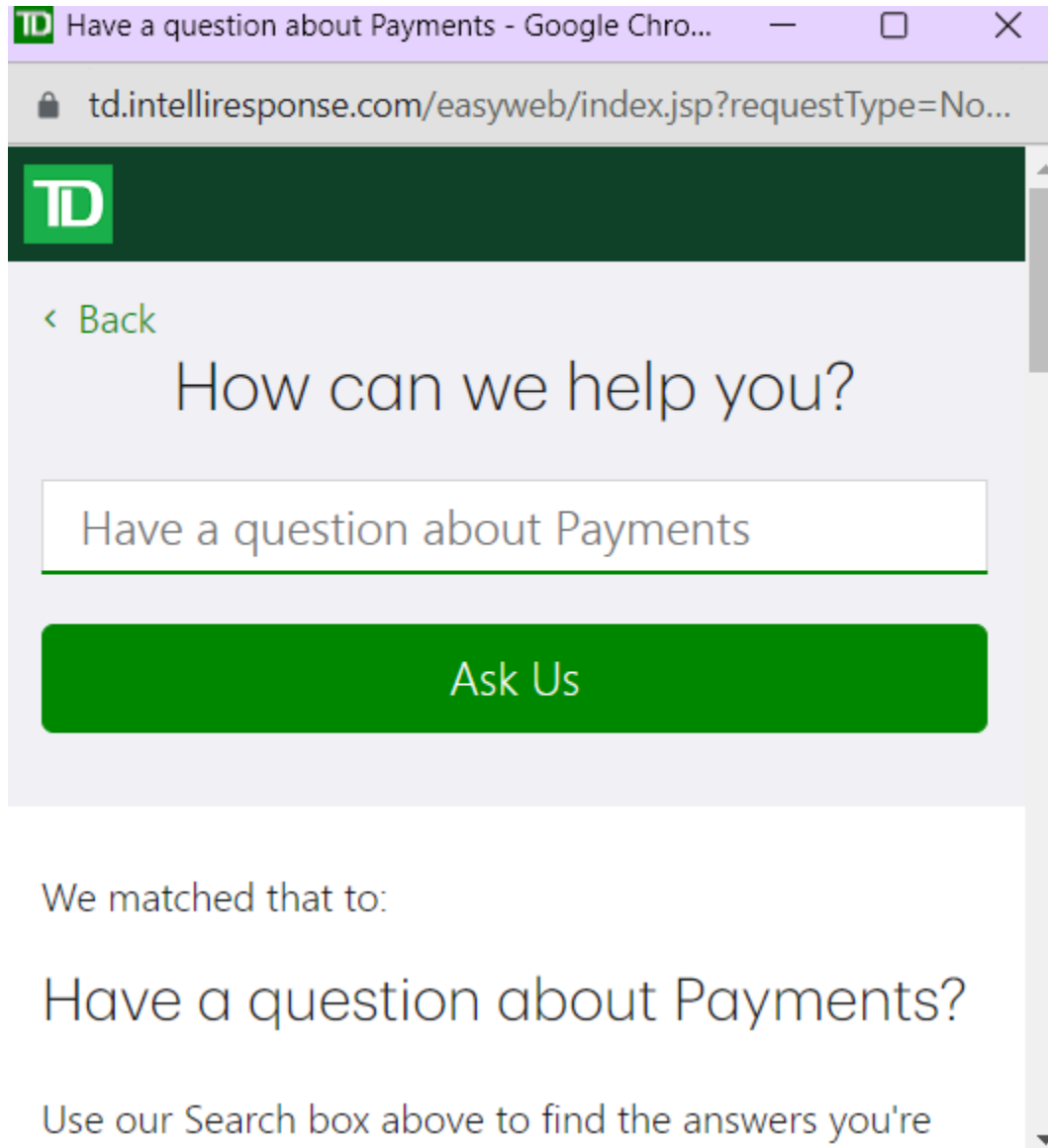
The screenshot shows the TD online banking interface. At the top, there is a navigation bar with 'TD My Accounts', 'Contact Us', 'Products & Services', 'Markets & Research', and 'Life Planning'. Below this is a left-hand menu with categories: 'Accounts', 'Pay Bills', 'Pay Canadian Bills', and 'Transfers'. Under 'Pay Bills', 'Payment History' is selected. The main content area is titled 'Payment History' and includes a 'View' dropdown menu set to 'All Payees' and a 'Go' button. Below this is a table header with columns: 'To Payee', 'From Account', 'Frequency', 'Status', 'Amount', 'Payment Date', and 'Action'. The table body contains the message: 'There is currently no Payment History'.



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Getting help


The **Help** link at the top right of every EasyWeb page brings up a help window with information that applies to that page.

A screenshot of a web browser window showing a help page. The browser's address bar displays the URL: td.intelliresponse.com/easyweb/index.jsp?requestType=No... The page features the TD logo in a dark green header. Below the header, there is a navigation link '< Back'. The main heading reads 'How can we help you?'. A search input field contains the text 'Have a question about Payments'. Below the input field is a prominent green button labeled 'Ask Us'. At the bottom of the window, there is a section titled 'We matched that to:' followed by the heading 'Have a question about Payments?' and the text 'Use our Search box above to find the answers you're'. The browser window also shows standard navigation icons (back, forward, home, refresh) and window controls (minimize, maximize, close).

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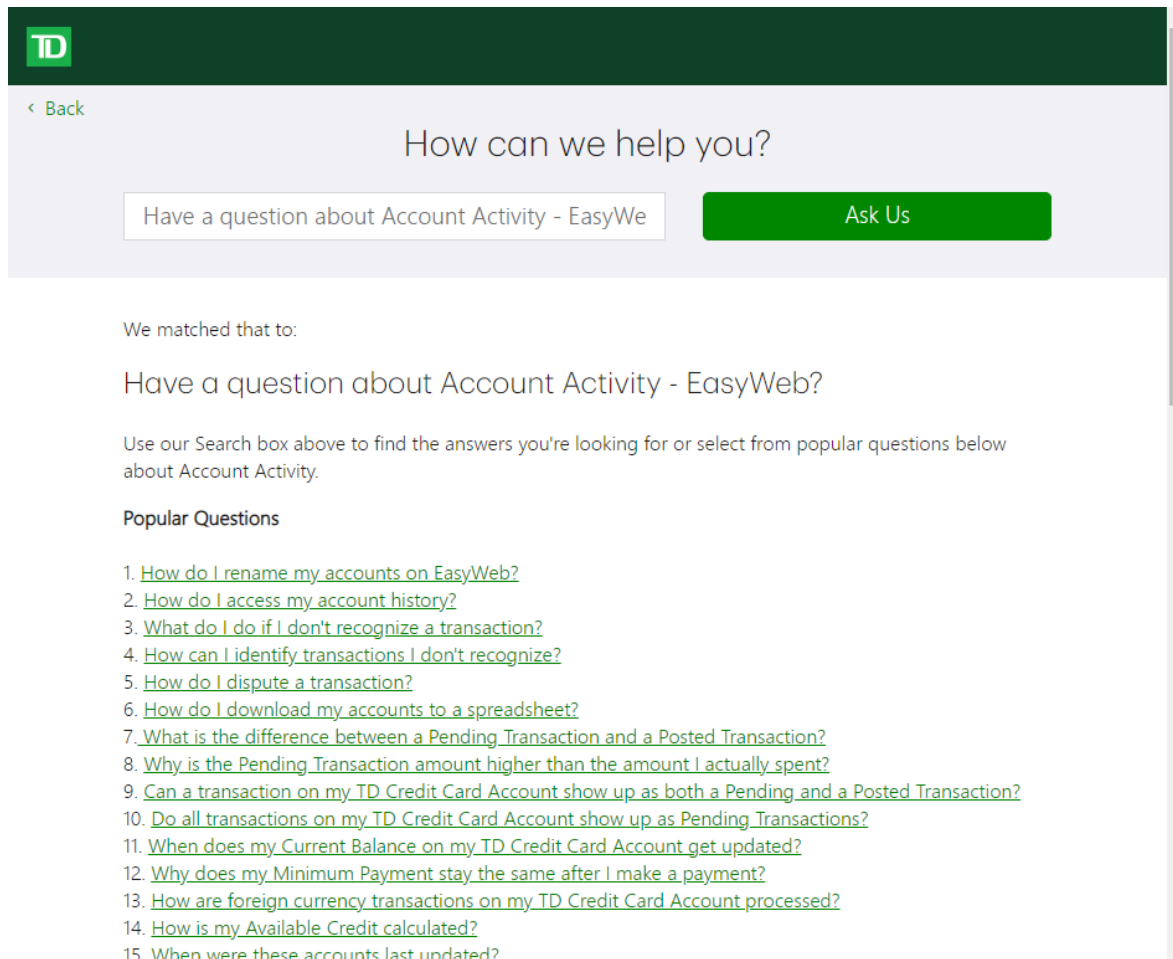
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Use the search field to type any question you have, and get answers with step-by-step instructions.



The screenshot shows the TD website's search interface. At the top left is the TD logo. Below it is a navigation link '< Back'. The main heading is 'How can we help you?'. There is a search input field containing the text 'Have a question about Account Activity - EasyWe' and a green 'Ask Us' button. Below the search bar, it says 'We matched that to:' followed by the question 'Have a question about Account Activity - EasyWeb?'. A paragraph explains: 'Use our Search box above to find the answers you're looking for or select from popular questions below about Account Activity.' Under the heading 'Popular Questions', there is a list of 15 numbered questions, each with a green underlined link.

TD

< Back

How can we help you?

Have a question about Account Activity - EasyWe **Ask Us**

We matched that to:

Have a question about Account Activity - EasyWeb?

Use our Search box above to find the answers you're looking for or select from popular questions below about Account Activity.

Popular Questions

1. [How do I rename my accounts on EasyWeb?](#)
2. [How do I access my account history?](#)
3. [What do I do if I don't recognize a transaction?](#)
4. [How can I identify transactions I don't recognize?](#)
5. [How do I dispute a transaction?](#)
6. [How do I download my accounts to a spreadsheet?](#)
7. [What is the difference between a Pending Transaction and a Posted Transaction?](#)
8. [Why is the Pending Transaction amount higher than the amount I actually spent?](#)
9. [Can a transaction on my TD Credit Card Account show up as both a Pending and a Posted Transaction?](#)
10. [Do all transactions on my TD Credit Card Account show up as Pending Transactions?](#)
11. [When does my Current Balance on my TD Credit Card Account get updated?](#)
12. [Why does my Minimum Payment stay the same after I make a payment?](#)
13. [How are foreign currency transactions on my TD Credit Card Account processed?](#)
14. [How is my Available Credit calculated?](#)
15. [When were these accounts last updated?](#)