



Grimsby Power is pleased to add an additional payment option for customers interested in using their credit card to pay their bill. **Paymentus Corporation** is a third party automated payment service that accepts **Visa, MasterCard** and **American Express**.

- You can pay your bill right away, any time, any day, 24x7.
- Paymentus will charge a service fee for each transaction.

How do I access this Service?

Customers should be ready with:

1. The 7-digit Grimsby Power account number (located on your billing statement),
2. The balance owed on your bill, and
3. Your credit card.

To access the service, either:

- Call toll free 1-866-874-9606 or
- Visit www.grimsbypower.com and click on the link.

Why is there a Service Fee?

Paymentus charges a fee to use their service. The fee covers payment handling and processing charges.

What is the cost of a convenience fee?

Paymentus Convenience Fee charged to the User will be a flat fee of \$5.95 for any payment amount up to a maximum of \$200.00. For payments greater than \$200.00 you have an option to make another payment. Each payment will incur a \$5.95 convenience fee.

Is Grimsby Power getting any part of the fee?

Grimsby Power does NOT receive any part of the service fee. Paymentus is an independent company providing a service for Grimsby Power customers.

How will my payment be confirmed?

Payments by web or telephone will be known to Grimsby Power instantly. If you have any questions, feel free to call our Customer Accounts Department at **905-945-5437**.