



GRIMSBY POWER INCORPORATED
231 Roberts Road,
Grimsby, Ontario L3M 5N2
Tel: (905) 945-5437
Fax: (905) 945-9933

Dear Customer:

The staff and management welcome you as a new customer or as a returning customer of Grimsby Power. We are here Monday to Friday 8:30 a.m. to 4:30 p.m. to assist you with any needs you may have.

As a customer of one of our services, there are a few things we require from you to set up your account:

- Grimsby Power has in place a Security Deposit Policy for all customers. The Security Deposit will be waived providing Grimsby Power receives a Letter of Good Reference for at least one (1) year of service where at least part of the service period falls within the past two (2) years from either an electric utility or a gas utility located in Canada.
- As an alternative to the above, you can provide Grimsby Power with a satisfactory credit check **at your own expense**.
- You are also required to complete an Application for Service and sign a contract. Please bring two (2) proofs of identification (**including Photo ID**).
- A copy of our Credit and Collection Policy is available in our office for your review or can be sent to you upon request.
- Grimsby Power does not accept regular hydro bill payments in our office. There is however, a drive-thru kiosk located on our property for cheque payments or sign up for our **Pre-Authorized Chequing Plan** (if you choose this option, please bring a voided cheque with you).

We request that you visit our office **WITHIN 7 DAYS** prior to your move-in date to complete the requirements for customer service. If you have any questions or concerns, please do not hesitate to contact our office at 905-945-5437.

Customer Accounts Department