

The COVID-19 outbreak is an area of concern for all. We understand that during this pandemic customer's will be impacted by vast changes in daily routine and economic uncertainty.

Time of Use Rates

To date, we have received many inquiries about lowering electricity rates. The Ontario Energy Board sets the electricity rates charged to customers during the On, Mid and Off peak times. It is our understanding that the Ontario Ministry of Energy, Northern Development and Mines is looking at programs and policies to support electricity customers during the COVID-19 pandemic. Information from the Minister will be made available in the coming days and Grimsby Power will update our customers accordingly.

COVID-19 Update

During this unprecedented time Grimsby Power Inc. is taking action.

- Grimsby Power has closed its offices to the public until further notice. During this time customers can call 905-945-5437 and use option 2 to speak to a representative. Customers can also email customeraccounts@grimsbypower.com should they have any questions. We also have a 24 hour drop box available at 231 Roberts Road.
- There is currently a disconnection ban in effect until April 30, 2020. To ease the burden for customers during this time Grimsby Power has decided to extend the ban on disconnection until July 31, 2020. Grimsby Power will track the impact on customers and review the disconnection time frame. The ban maybe extended further, should the circumstances remain unchanged. This ban prevents customers from being disconnected due to non-payment.
- Recognizing the economic uncertainty during this time and to further help customers in need of assistance, Grimsby Power will offer flexible payment plans. If you are experiencing hardship due to COVID-19 please call our offices between 8:30am-4:30pm Monday to Friday.
- Financial assistance is also available for those that qualify through the Ontario Electricity Support Program (OESP) and the LEAP program. For more information about those programs please click [here](#).

We understand this is an uncertain time for everyone and we are here to help.

Grimsby Power Inc.
(905) 945-5437
info@grimsbypower.com