

## **Paymentus Payment Information**

Grimsby Power is pleased to offer a payment option for customers interested in using their credit card to pay their bill. Grimsby Power uses Paymentus Corporation which 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, 24 x 7.
- Paymentus will charge a service fee for each transaction.

## **How do I access this service?**

Customers should be ready with all of the following:

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

To access the service:

- Call toll free 1-866-874-9606 or
- [Click here](#)

## **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?**

The payment convenience fee charged to the user will be 1.75% for any payment amount up to a maximum of \$1,000.00. For payments greater than \$1,000.00 you have an option to make additional payments.

## **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?**

You will receive a confirmation number with your payment details. Grimsby Power will see the payment in the system in real time. If you have any questions, please feel free to contact our Customer Accounts department at **905-945-5437** and select option 2.