



## Need to pay your bill right away? Want to use your Visa or MasterCard?

Thunder Bay Hydro 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** or **MasterCard**

You can pay your bill *right away, any time, any day, 24x7.*

Paymentus will charge a convenience fee for each transaction.

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

Customers should be ready with

1. The 12-digit Thunder Bay Hydro 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 1-866-445-8941 toll free  
or
- go to our website [www.tbhydro.com](http://www.tbhydro.com) and click on the “*Paying by Credit Card*” link. You will be directed to a secure third party website run by Paymentus.

### **Why is there a Convenience Fee?**

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

### **Is Thunder Bay Hydro getting any part of the fee?**

Thunder Bay Hydro does NOT receive any part of the convenience fee. Paymentus is an independent company providing a service for Thunder Bay Hydro customers.

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