

Frequently Asked Questions about PlastiQ

Who is PlastiQ?

PlastiQ is an online payment platform that provides a convenient and secure way to make payments with your credit cards and earn the rewards.

Why should I pay with PlastiQ?

Making payments through PlastiQ is as simple as any other online transaction you have made with a credit card. You can use your existing MasterCard or Visa, and there is no registration required to use the service. For more information about making payments through PlastiQ, visit plastiQ.com.

Will paying with a credit card cost me more?

PlastiQ charges a convenience fee of a percentage of the amount paid and is independent of the City of Lethbridge.

For each transaction, two charges will appear on your credit card statements: 1) the principal amount of the payment, and 2) the convenience fee.

Why am I being charged a fee?

PlastiQ provides their payment platform to simplify the payment process, while providing a convenient and flexible option for property owners. The fee that is assessed is one that is typically paid by the merchant for accepting credit cards, and covers the costs of processing credit card transactions.

Does the Municipality retain any of the fees being charged?

No. The fee that PlastiQ assesses covers their cost of processing credit card payments and is totally independent of the Municipality. The Municipality does not receive any portion of this fee.

If I make a payment online with my credit card through PlastiQ, how long does it take for the payment to go through?

Normal credit card processing times apply. Payments are approved instantly, and processing may take from 3-6 business days. Contact a PlastiQ payment specialist if you have questions. Go to plastiQ.com for more information.

Can I still pay in person?

Yes. We are simply adding a new option that allows you to make payments with a credit card. Credit cards cannot be used when making in person payments.