

Staying Connected

KEEPING OUR COMMUNITIES INFORMED



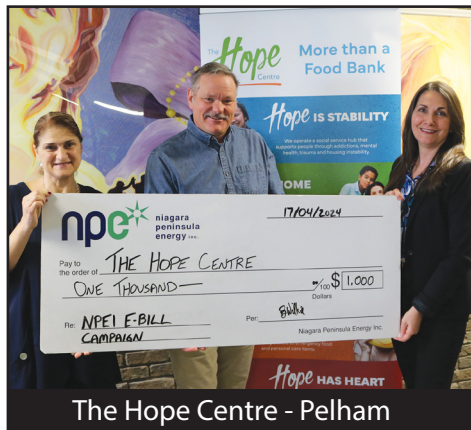
May 2024



Phone | 1-877-270-3938 Email | info@npei.ca Website | www.npei.ca Facebook | @NPEIHydro X | @NPEIHydro



Project Share - Niagara Falls



The Hope Centre - Pelham



West Lincoln Community Care
- West Lincoln

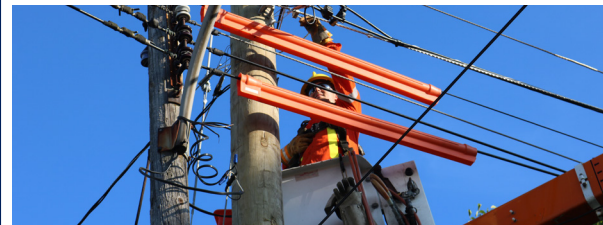


Community Care of West Niagara
- Lincoln

POWERLINE SAFETY WEEK 2024



Powerline Safety Week Runs from May 13 to May 19 and encourages residents to know how to remain safe around powerlines.



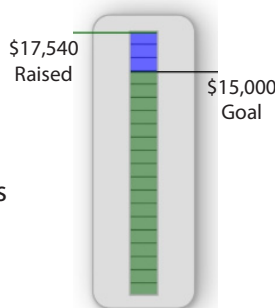
As part of its commitment to fostering an Ontario safe from electrical harm, the Electrical Safety Authority partners with local distribution companies across the province to raise awareness about the risks posed by powerlines. Powerline Safety Week emphasizes the safety behaviours people should practice when in close proximity to powerlines, including staying three (3) metres back at all times and ten (10) metres back from downed powerlines. Visit www.npei.ca for more great information on how you can stay safe around powerlines!

THANK YOU for helping us give back to our communities!

NPEI would like to thank all of our customers who helped us raise money and make a difference in our communities during our 2023/2024 eBill Campaign! From October 1, 2023 to March 31, 2024, NPEI invited customers who were receiving paper bills to switch to paperless billing (eBilling). NPEI pledged to donate \$10 to local charitable non-profit organizations for every customer that made the switch.

During the campaign, 1,754 customers made the switch to eBilling, helping us raise \$17,540 for these charitable non-profit organizations!

These efforts have helped us make an impact not only in our communities, but for our environment as well. Thank you!



LANDSCAPING around ELECTRICAL EQUIPMENT

NPEI would like to remind residents to refrain from placing any plants, fencing or any other decorations within three (3) metres green transformer boxes. This equipment needs to remain easily accessible to our crews to be able to safely and effectively complete their work.

WE ARE AVAILABLE BY TELEPHONE AND EMAIL MONDAY TO FRIDAY, 8:30AM TO 4:30PM, EXCLUDING HOLIDAYS. WE OFFER 24/7 SELF-SERVE OPTIONS FOR OUR CUSTOMERS THROUGH OUR MYACCOUNT CUSTOMER PORTAL. REGISTER TODAY BY SCANNING THE CODE OR AT WWW.MYACCOUNT.NPEI.CA. IN-PERSON VISITS ARE NOT AVAILABLE AT NPEI.



TO REPORT A POWER OUTAGE OR A FALLEN POWERLINE CALL OUR 24-HOUR EMERGENCY SERVICE:



1-877-270-3938



Spring/Summer energy saving TIPS

1. Delay turning on your air conditioner until the temperature outside increases.
2. Clean your air ducts. Ensuring your ducts are free and clear will increase the efficiency of your furnace and air conditioner.
3. Keep your ceiling fan rotating in a counter-clockwise direction.
4. Use a programmable thermostat and set the temperature higher when you are sleeping or away from home.
5. Use your outdoor grill or have meals that do not require the oven to be on to reduce excess heat in your home.

choosing your ELECTRICITY plan

Residential and Small Business electricity customers are able to choose a rate plan that best suits their lifestyle and household energy needs by giving them the option of choosing between **Time-of-Use (TOU)**, **Tiered** or **Ultra-Low Overnight (ULO)** rates.

With **Time-of-Use** prices, the price depends on when you use electricity. There are three TOU price periods - On-Peak, Mid-Peak and Off-Peak. With TOU pricing, you can help manage your electricity costs by shifting your usage to lower price periods when possible.

With **Tiered** prices, you can use a certain amount of electricity each month at a lower price. Once that limit (called a threshold) is exceeded, a higher price applies. Tiered prices give you the flexibility to use electricity at any time of day at the same price, although that price will change if you exceed the threshold during the month.

With **Ultra-Low Overnight** prices, customers will be billed according to the day of the week and time of day they use electricity, but with an ultra-low overnight rate that encourages high electricity usage activities overnight when province-wide electricity demand is lower.

Visit www.npei.ca for more information on Rate Plans.

Lucky the Squirrel's Safety Tip

"Plant trees away from powerlines!"

Avoid the problem now, before trees grow up into the powerlines. If your trees have already grown into the powerlines, contact NPEI or a utility arborist. Do not prune trees around powerlines yourself!

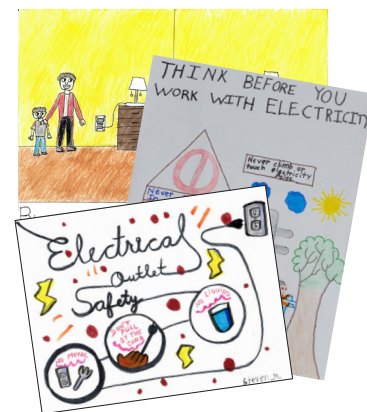


Kids' Safety Poster Contest

The NPEI Kids' Safety Poster Contest is on now! NPEI is looking for students to get creative and have some fun by designing a poster that illustrates a positive safety message. Students must be in grades 1-8 and must be a customer of NPEI to be eligible to submit a poster for a chance to win a \$100 gift card and a NPEI gift basket. One winner will be selected in each of the following three categories: Grades 1-3, 4-6 and 7-8. Visit www.npei.ca for more information and enter your poster for a chance to win!

NPEI wants all students to help us get the word out! We want you to create a poster this year centred around the theme of **"Gear Up For Safety"** that will highlight the importance of personal protective equipment for NPEI staff. This could include hard hats, safety glasses, safety gloves, flame-resistant clothing, safety boots or all of the above!

Posters must be submitted by June 7, 2024 and must be submitted with an official Poster Contest Entry Form found on the NPEI website. Posters can be submitted by email to contest@npei.ca, by mail to the NPEI office or in the Dropbox located in the Niagara Falls office parking lot.



PAYMENT ASSISTANCE PROGRAMS

NPEI understands that there are times when customers may have difficulty paying their electricity bills on time. We are here to help our customers. The Niagara Region's Utility Benefits program assesses individuals that may qualify for utility relief benefits. Customers may qualify for programs such as the Low-Income Energy Assistance Program (LEAP), the Niagara Emergency Energy Fund (NEEF), the Ontario Works and Ontario Disability Support Program Discretionary Benefits program or the Ontario Electricity Support Program (OESP). To learn more about these and other programs available to our customers, scan the QR code or visit www.npei.ca.

