



The NPEI eBill Campaign Is On Now

Make the Switch, Make a Difference!



For every customer that switches to eBilling between September 1 and December 31, 2024, **NPEI has pledged to donate \$10 to the Niagara SPCA & Humane Society** to enhance the lives of pets in need.

Help us to make a difference in our communities and reduce our environmental footprint by switching to eBilling. Some other great reasons to switch to eBilling include:

- ✧ You will have access to our refreshed, Green Button certified MyAccount Customer Portal
- ✧ You can view your billing, meter reading and usage history anytime
- ✧ You can view your energy usage online by the hour, day or month
- ✧ You have the ability to download and print your bill if needed
- ✧ It's easy to use and simple to register
- ✧ It's a safe and secure way to receive your bill each month
- ✧ You'll be helping to enhance the lives of pets in need

2024 ELECTRICAL SAFETY SURVEY

NPEI values the safety of our employees and our customers. We will begin conducting our **2024 Electricity Safety Awareness Survey** during the month of October. This survey will help us to evaluate our efforts and advise us where we can make improvements in informing the public about electrical safety. If you receive a telephone call or email inviting you to take part in the survey, we would greatly appreciate your participation.

SAFETY FAST FACTS

- ✧ Call or Click before you dig – Ontario One Call 1-800-400-2255 or ontarioonecall.ca.
- ✧ Keep your body and objects at least 3m (10ft) away from overhead power lines.
- ✧ NEVER touch or tamper with electrical distribution equipment on the ground.
- ✧ Stay at least 10m (33ft) or roughly the length of a school bus away from downed overhead power lines.
- ✧ If a power line falls on your car, stay inside until help arrives. Only get out if there is a fire.

KEEPING YOUR POWER ON - How Do We Do It?

Providing a safe and reliable source of electricity for our customers is the mission of NPEI. We've created a short video to explain how NPEI is powered by a highly skilled, local workforce. Since our NPEI crews are local, we use our knowledge of the areas to respond quickly and safely. We're constantly innovating and utilizing the latest technology to support our communities' energy needs. Scan the QR code or visit www.npei.ca to watch the video and learn more!



Watch the video here!



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 QR 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** 

Fall/Winter energy saving TIPS

1. Change your furnace filter to ensure your unit is operating efficiently.
2. Clear your furnace vents to allow for proper air flow.
3. Open your window curtains or blinds to let sunlight in.
4. Install a programmable thermostat and automatically lower the temperature at night.
5. Change your lightbulbs to energy-efficient LEDs.
6. Consider adding insulation to your home to keep the heat in this winter.

CLEARANCES



Clearances around electrical power lines are established to ensure safety for both the public and workers. Proper clearances prevent unnecessary power outages and allow space for operating, maintaining and replacing the electricity distribution infrastructure.

NPEI should be contacted prior to any activity within three (3) metres of electrical infrastructure, such as tree trimming or maintaining, renovating or adding onto a building. According to the Ministry of Labour's Occupational Health and Safety Act and the Electrical Safety Code, only NPEI employees or approved contractors can work in proximity to these power lines.

Remember to always stay at least three (3) metres from overhead power lines and ten (10) metres away from downed power lines.

NPEI's Annual Scorecard - Measuring Our Success

Utility scorecards track and show comprehensive performance information for each electricity utility in Ontario over a range of time and for a specific year. Utility scorecards show data for 20 specific measures within four key areas of performance: customer focus, operational effectiveness, public policy and responsiveness and financial performance.

NPEI met or exceeded our targets in each of these measures in 2023. Our full scorecard can be found on the NPEI website. Below are just some of the success stories that are included on this year's NPEI scorecard.

★ SAIDI – System Average Interruption Duration Index

SAIDI = Sum of all interruption durations / Average number of customers served

NPEI's 2023 average number of hours that power to a customer was interrupted is 1.45, while NPEI's target is an average of duration of less than 1.81.

NPEI has implemented a number of preventative measures to increase our reliability and identify negative trends in feeder performances related to reoccurring outages causes.

★ SAIFI – System Average Interruption Frequency Index

SAIFI = Number of customer interruptions / Average number of customers served

NPEI's SAIFI result for 2023 is 1.17, while NPEI's target is an average of 1.64.

NPEI has adopted a proactive, balanced approach to distribution system planning, infrastructure investment and replacement programs to ensure the safe and reliable delivery of electricity and balance ratepayer and utility affordability.

★ Telephone Calls Answered On Time

NPEI's Customer Service Representatives received over 44,800 calls from its customers in 2023. A Customer Service representative answered a call in 30 seconds or less in 88.11% of these calls. This number well exceeds the Ontario Energy Board's mandate of a 65% target.

WINTER ELECTRICITY RATE SCHEDULES

The Ontario Energy Board (OEB) sets the rates that NPEI charges for the electricity you use in your home or small business. Winter electricity rates, schedules and thresholds will be in effect beginning on November 1, 2024 and will be in place until April 30, 2025. As soon as the OEB announces the winter electricity rates, NPEI will communicate this to our customers on our website and social media. Please check these channels regularly. 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, Tiered or Ultra-Low Overnight rates. The Winter schedules and thresholds are below:

