

## Our eBill Campaign Raised \$43,870 for Niagara SPCA and Humane Society



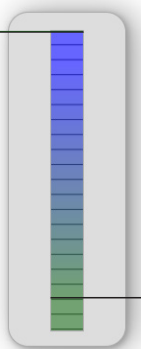
### THANK YOU FOR HELPING US GIVE BACK TO OUR COMMUNITIES!

NPEI would like to thank our customers who helped us raise money by making a difference in our communities during our 2024 eBill Campaign! The campaign, which ran from September 1 to December 31, 2024, encouraged customers to switch to paperless billing, with NPEI pledging to donate \$10 to the Niagara SPCA and Humane Society for every customer who made the switch. The funds raised will help the Humane Society provide critical care, shelter, and adoption services to animals in need.

During the campaign, 4,387 customers made the switch to eBilling, helping us raise \$43,870!

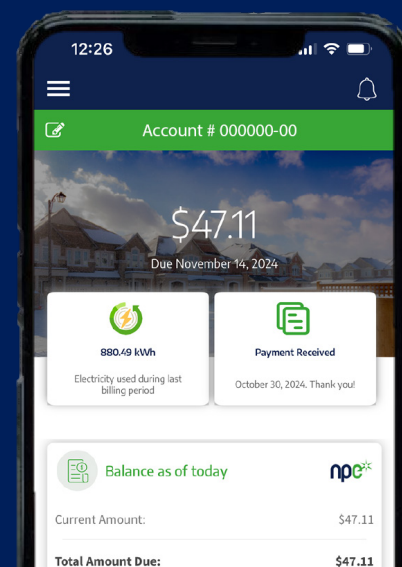
"It was wonderful to hear that the staff at NPEI had chosen the Niagara SPCA & Humane Society to receive the amazing support generated from the eBill campaign this year," said Amelia Canto, CEO of Niagara SPCA and Humane Society. "We are so very thankful for the contribution, especially this year, with the increased need to find forever homes for the pets in our shelters."

\$43,870  
Raised



\$5,000  
Goal

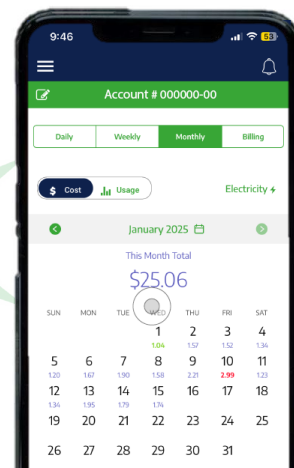
## The New NPEI App is Now Available!



The NPEI App provides you with 24/7 access to your NPEI account including your real-time electricity usage, account balance, billing history and more!

Customers will need to set up MyAccount before logging into the NPEI app. The App login information will be the same as your MyAccount login.

**VIEW YOUR DAILY  
ENERGY-USAGE BY  
KILOWATT HOUR  
OR BY COST!**



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](http://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**

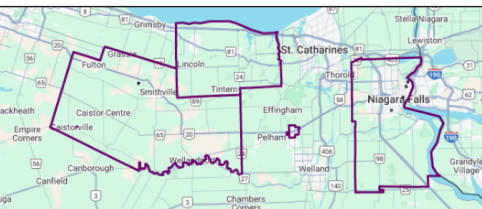


## Winter/Spring energy saving TIPS

1. Install a programmable thermostat and have it automatically adjust when you're asleep or away from home.
2. Spring is the ideal time to change your furnace and air conditioner filters, which have been collecting dust all winter.
3. Your ceiling fans should be turning in a clockwise direction to help push warm air down into your home.
4. Close the curtains at night to keep in warm air. Open them during the day to let in sunshine.
5. Unplug electronics that you are not using to avoid phantom power loss.

## STAY PREPARED For Power Outages

Despite our best efforts, power outages and electrical emergencies do occur without warning. We encourage you to plan ahead and be prepared. Local emergency responders recommend that residents prepare and plan to be self-sufficient for 72 hours in an emergency situation. For more information on outage preparation please visit our website.



If you are ever without power, be sure to check our Outage Map, which provides information on power outages occurring within our service territory. The Outage Map provides details on the outage including location and the number of customers affected.

## NPEI's Annual Scorecard - Measuring Our Success

Utility Scorecards are issued by the Ontario Energy Board (OEB) to 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.

Below are just some of the success stories that will be included on this year's Scorecard that showcase our commitment to Customer Service and Operational Effectiveness.

Performance Outcomes	Performance Categories	Measures	2024 Result	OEB Target
Customer Focus	Service Quality	New Residential/Small Business Services Connected on Time	95.42%	90.00%
		Telephone Calls Answered On Time	81.54%	65.00%
	Customer Satisfaction	First Contact Resolution	98.21%	
		Billing Accuracy	99.93%	98.00%
		Customer Satisfaction Survey Results	91.00%	
Operational Effectiveness	Safety	Level of Public Awareness	84.00%	
	System Reliability	Average Number of Hours that Power to a Customer is Interrupted	1.65	Less than 1.81
		Average Number of Times that Power to a Customer is Interrupted	1.05	Less than 1.64
	Asset Management	Distribution System Plan Implementation Progress	101.18%	

## Lucky The Squirrel's Safety Tip - Portable Generators

To avoid electrocution, keep your portable generator dry and do not use it in the rain or wet conditions. Do not touch a portable generator with wet hands!



## The NPEI Kids' Safety Contest is Back!

NPEI is looking for students to get creative and have some fun by submitting a creative entry that illustrates a positive safety message.

The theme of this year's contest is **"Call Before You Dig, It's The Law."** There are underground hazards that we must be aware of. Hitting gas, electric, or other high-pressure pipes and lines could have fatal consequences. We must all prevent damages to protect our communities. **Never assume it is safe to dig.**

This year, students can use their creativity to submit entries other than just a picture, as long as it fits on an 8.5 x 11 piece of paper. Students can submit:

- ✧ A hand drawn poster
- ✧ A poster made digitally using graphic design
- ✧ A poem, short story or song lyrics

Students in grades 1-8 who reside within the NPEI service territory (Niagara Falls, Pelham, Lincoln and West Lincoln) will be eligible to submit an entry for a chance to win a \$100 gift card and NPEI gift basket. One winner will be selected in each of the following 3 categories: grades 1-3, 4-6 and 7-8.

For full contest details please visit our website!

### LAST YEAR'S WINNERS

