



Grades 1-3 Winners



CONGRATULATIONS

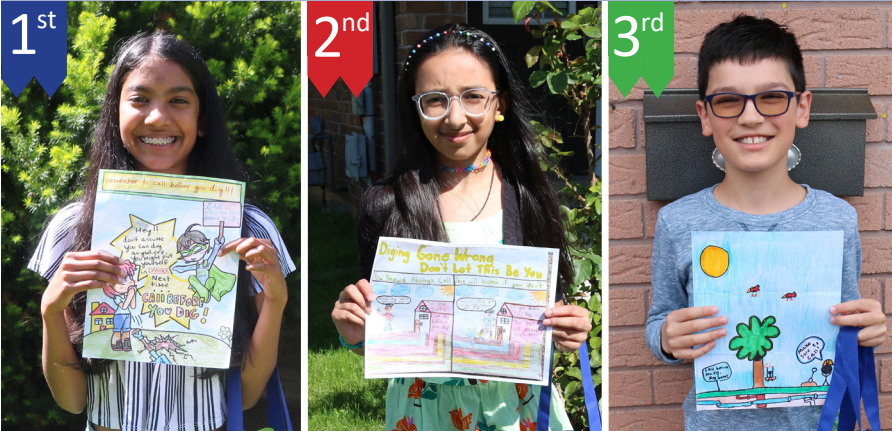
to our Kids' Safety Contest Winners!

NPEI would like to thank and congratulate all the winners of the 2025 NPEI Kids' Safety Contest! These students, in grades 1-8, submitted posters and were chosen by NPEI staff as the winners in each of the three age categories:

Grades 1-3, 4-6, 7-8.

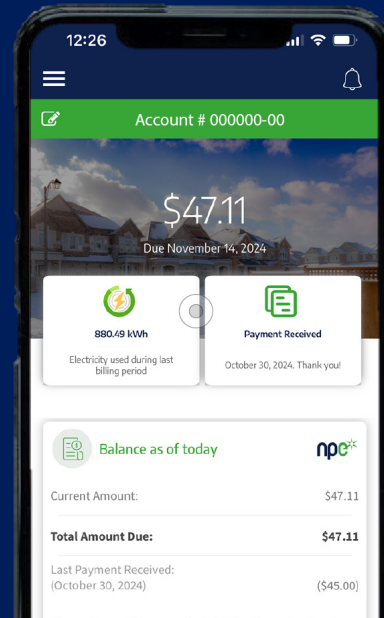
Their posters centered on our theme to "Call Before You Dig" and perfectly highlighted the importance of locating underground hazards before doing any type of digging. Well done and thank you again to all of the students who entered our contest!

Grades 4-6 Winners



Meet Your New Go-To Tool for Convenience and Control!

The NPEI App puts everything you love about MyAccount right at your fingertips!



Sign up for Notifications through the NPEI App or MyAccount Customer Portal to stay in the know and receive helpful reminders!

Grades 7-8 Winners



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

Summer

energy saving TIPS

1. Change your air conditioner filter monthly to ensure your unit is operating as efficiently as possible.
2. Run your fans in addition to your air conditioner to move the colder air around your home more effectively.
3. Close your curtains, blinds and drapes during the day to keep the hot sunlight out of your house.
4. Try to limit the use of your oven or stove by cooking outside on the BBQ or grill.
5. Keep an eye on the Time-of-Use schedule and try to wait until during Off-Peak or Mid-Peak hours of the day to run your electronics.

Payment Assistance is Available - We Are Here to Help!

NPEI understands that there are times when customers may have difficulty paying their electric bills. Stay connected to us. We are here to help.

Niagara Region's Utility Benefits Program

This program assesses individuals that may qualify for utility relief benefits. The following programs are available:

- ✦ Low-Income Energy Assistance Program (LEAP) - Up to \$780
- ✦ Niagara Emergency Energy Fund (NEEF) - Up to \$2,000 every 24 months
- ✦ Ontario Works and Ontario Disability Support Program Discretionary Benefits

Applicants must apply for these programs through the Niagara Region website.

Ontario Electricity Support Program (OESP)

The Government of Ontario has changed the eligibility of the program as of March 1, 2024.

The Ontario Electricity Support Program enables eligible low-income customers to receive a fixed monthly credit on their electricity bills of up to \$113 per month.

The credit depends on two factors:

- ✦ How many people live in the home
- ✦ The combined annual household after tax income



LUCKY THE SQUIRREL'S SAFETY TIP

As we're all working outside this summer, it is important to remember that you don't have to touch a powerline to get a deadly shock. Electricity can jump or "arc" to you or your tools if you get too close. Have someone watch to make sure you **stay at least 3 metres back** from overhead powerlines!



Comparing Electricity Price Plans

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** pricing, 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** pricing, 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** pricing, 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.

Use the OEB Bill Calculator

+	-
x	=

to compare price plans and see which plans suits your lifestyle the best!

