



The NPEI eBill Campaign Is On Now Make the Switch, Make a Difference!



From September 1, 2025, to December 31, 2025, NPEI is inviting its customers who are currently receiving paper bills to make a difference by switching to paperless billing (eBilling). **NPEI has pledged to donate \$10 to Food4Kids Niagara** for every customer that makes the switch during the eBilling campaign.

This non-profit charitable organization provides healthy food packages to elementary children with limited or no access to food every weekend.



Some other great reasons to switch to eBilling include:

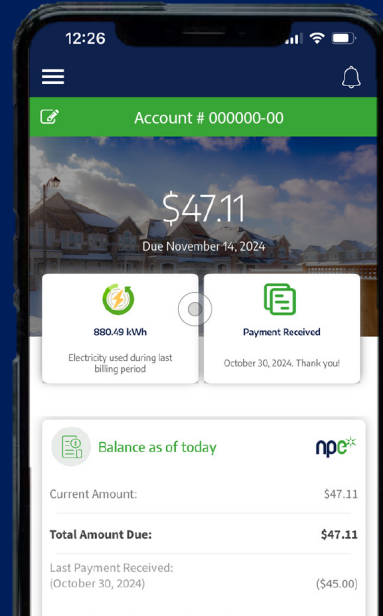
- ✧ You will have access to our MyAccount Customer Portal.
- ✧ You can view your billing, meter reading and usage history anytime, anywhere.
- ✧ You can view your energy usage online by the hour, day or month.
- ✧ You have the ability to download and print your bill if needed.
- ✧ It's easy to use and simple to register.
- ✧ It's a safe and secure way to receive your bill each month.
- ✧ You will be supporting a local non-profit organization!

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.



Your Power At Your Fingertips



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

Let Our Videos Get You In The Know

We have developed a video series designed to give you a closer look at our business and how we're powering and empowering our communities! Visit our website or our YouTube channel to watch our videos and learn more!



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

⚡ 1-877-270-3938 ⚡

Fall/Winter energy saving TIPS

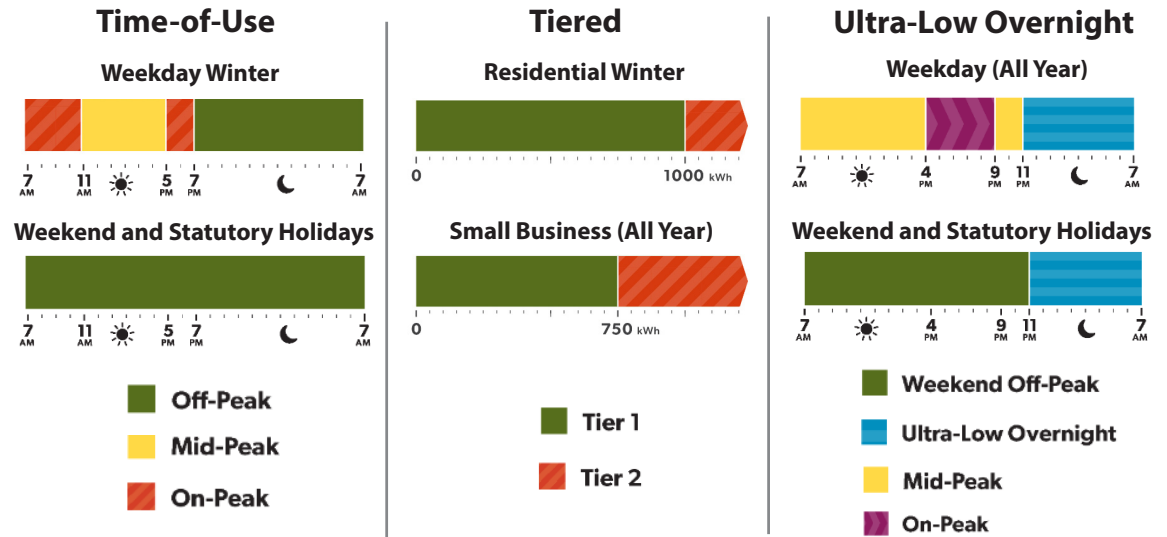
1. Prepare your furnace for the cold weather by changing your filters or booking a furnace -maintenance appointment with a licensed contractor.
2. Applying weather-stripping is an easy solution to stop small holes and spaces from letting drafts into your home.
3. Open your curtains during the day and let the warm sunlight in to heat your home.
4. Don't forget to change the direction of your ceiling fans. Setting your fan to spin clockwise at a low speed in the fall and winter will help push warm air down and save you money on your energy bill.
5. Keep an eye on the Time-of-Use schedule and try to wait until Off-Peak or Mid-Peak hours of the day to run your electronics.

WINTER ELECTRICITY RATE SCHEDULES

Comparing Price Plans to Help You Make Informed Decisions

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, 2025 and will be in place until April 30, 2026. 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. Understanding the times when you use the most energy can help you to better manage your energy bill. The Winter schedules and thresholds are below for your reference:



NPEI's Annual Scorecard - Measuring Our Success - 2024 Results

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 most of these measures in 2024. 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 2024 average number of hours that power to a customer was interrupted is 1.65, while NPEI's target is an average 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 2024 is 1.05, while NPEI's target is an average of less than 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 49,800 calls from its customers in 2024. A Customer Service representative answered a call in 30 seconds or less in 81.54% of these calls. This number well exceeds the Ontario Energy Board's mandate of a 65% target.