



## Our eBill Campaign Raised \$13,980

Thank you to everyone for helping us make a difference!

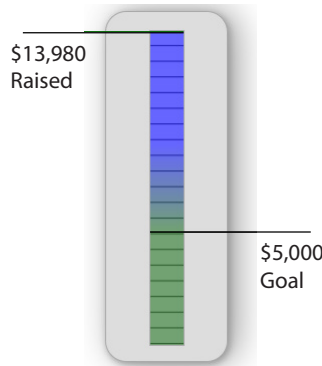


Niagara Peninsula Energy Inc. is excited to announce the success of our recent eBill campaign, which raised \$13,980 for Food4Kids Niagara. This initiative highlights NPEI's ongoing commitment to support our communities and to promote sustainable practices.

The campaign, which ran from September 1, to December 31, 2025, encouraged customers to switch to paperless billing, with NPEI pledging to donate \$10 to Food4Kids Niagara for every customer who made the switch. The funds raised will help Food4Kids Niagara to provide meals to students in need in Niagara.

"We were so excited when we first got the call from NPEI saying we had been selected as the charity to receive this support," says Amber Hughes, Executive Director of Food4Kids Niagara. "Then we were so appreciative when we got the call saying how much money had been raised during the campaign. It was incredible."

NPEI's eBill Campaign emphasizes our commitment to making a positive impact in our communities. The campaign is a perfect example of how small actions, like switching to eBilling, can add up to make a big difference.



## Meet Our New President and CEO

NPEI would like to announce the appointment of Igor Rusic as the new President and Chief Executive Officer of Niagara Peninsula Energy Inc. Igor will officially assume his role in March.



Igor brings more than 20 years of leadership experience in the utilities sector, previously with Alectra Utilities and Milton Hydro, along with a strong strategic vision and a deep understanding of the energy industry. His proven leadership, commitment to innovation, and dedication to operational excellence made him the ideal candidate to guide NPEI into its next chapter of growth, sustainability, and service to our communities.

"I am honoured to join Niagara Peninsula Energy and serve the communities that rely on us every day. I look forward to working with our dedicated team to build on the organization's strong foundation and deliver reliable, innovative energy solutions for the future" says Igor Rusic President and CEO.

We are confident that under Igor's leadership, NPEI will continue to build on its strong foundation and advance our mission of delivering safe, reliable, and sustainable electricity.

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

## Save on Energy

Programs for all residential and business customers

Save on Energy is a trusted source of energy-efficiency information for Ontarians with:

- ✦ Rebates for home renovations
- ✦ Rewards for reducing energy use when electricity demand is high
- ✦ Free energy-efficient upgrades for income-qualified households
- ✦ Helpful tips and articles

Visit [saveonenergy.ca](http://saveonenergy.ca) for more info!

## Congratulations To Our Mobile App Contest Winners

NPEI would like to congratulate Eduardo and Carolina as their account was selected as the winner for our App Contest!

All customers who downloaded and signed into the NPEI App before December 15, 2025, were entered into a draw to win \$500.

Even though our contest is over, you can still download the NPEI App and take advantage of all the great benefits! Visit our website for more information.



## LUCKY THE SQUIRREL'S SAFETY QUIZ

Test your safety knowledge and answer these questions!

- 1) When undertaking outdoor activities – such as standing on a ladder, cleaning windows or eaves, climbing or trimming trees – how close do you believe you can safely come to an overhead powerline with your body or an object?
- 2) How close do you believe you can safely come to a downed overhead powerline, such as a downed line caused by a storm or accident?
- 3) If you were in a vehicle – such as a car, bus, or truck – and an overhead powerline came down on top of it, what do you think the appropriate action would be?

Answers:

- 1) Three metres away from overhead powerlines
- 2) Ten metres, or the length of a school bus, away from downed powerlines
- 3) Stay in the vehicle until the power has been disconnected



## NPEI'S ANNUAL SCORECARD - Highlighting Our Customer Service Team

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. While our full Scorecard is not yet available, we wanted to highlight an area of success that will be included.

NPEI is so proud of the incredible results we have achieved in Customer Focus. These success stories showcase our dedication and commitment to providing outstanding Customer Service, delivered by your local utility.

Performance Outcomes	Performance Categories	Measures	2025 Result	OEB Target
Customer Focus	Service Quality	New Residential/Small Business Services Connected on Time	94.62%	90.00%
		Telephone Calls Answered On Time	76.59%	65.00%
	Customer Satisfaction	First Contact Resolution	98.98%	
		Billing Accuracy	99.96%	98.00%
		Customer Satisfaction Survey Results	93.00%	