

## Landscaping Around Electrical Boxes



NPEI would like to remind residents to refrain from placing any plants, fencing or any other decorations within three (3) metres of

green transformer boxes. This equipment needs to remain easily accessible for our crews to be able to safely and effectively complete their work.

## Tree Trimming

NEVER attempt to prune or cut down a tree near powerlines. A tree falling onto a powerline can cause serious injury or death. NPEI

will be happy to connect you with a qualified and insured professional. For more information on Tree Trimming please visit our website at [www.npei.ca](http://www.npei.ca).



## Click Before You Dig - It's The Law



Underground networks of utility services might be buried on your property. As a home-owner or contractor, it is your

responsibility to ensure that any outside projects are carried out legally and safely. Any time you dig on or near your property, you need to Click Before You Dig!

- ✧ Submit an online request for locates and learn more information about how to safely work on your property at [www.ontarioonecall.ca](http://www.ontarioonecall.ca).

# Stay Connected To Us

With the Winter Disconnection Ban ending on April 30, NPEI understands there are times when customers may have difficulty paying their electric bills. Please keep in mind that we are here to help. Assistance programs are available to customers.

## Niagara Region's Utility Benefits Program

- ✧ Low-Income Energy Assistance Program (LEAP) - Up to \$780
- ✧ Niagara Emergency Energy Fund (NEEF) - Up to \$2,000 every 24 months

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

## Ontario Electricity Support Program (OESP)

OESP 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

## NPEI Offers the Following to Customers

- ✧ Payment Arrangements
- ✧ Arrears Payment Agreement Plan
- ✧ Equal Monthly Payment Plan



**Phone** | 1-877-270-3938

**Email** | [info@npei.ca](mailto:info@npei.ca)

**Website** | [www.npei.ca](http://www.npei.ca)

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