Staying Connected
KEEPING OUR COMMUNITIES INFORMED
July 2026
niagara peninsula energy inc.
Your Local Utility

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NPEI Breaks Ground on New Spring Creek Transformer Station in Lincoln



Pictured from left to right: Jim Diodati, Igor Rusic, Sandra Easton, Sam Oosterhoff, Rocky Vacca, Marvin Junkin, Jason Trombetta, Cheryl Ganann, Victor Pietrangelo and Mike Kirkopoulos

On Friday, May 22, 2026, Niagara Peninsula Energy Inc. (NPEI) celebrated the groundbreaking of our new Spring Creek Transformer Station in Lincoln, marking a major infrastructure investment designed to support the region's continued growth and provide reliable electricity service for years to come.

The ceremony brought together project partners, municipal and provincial representatives, industry leaders and NPEI employees to mark the beginning of construction on the new facility, which will help meet increasing electricity demand from residential, commercial and industrial development across the area.

"The Spring Creek Transformer Station represents one of the most significant infrastructure investments in NPEI's history and demonstrates our commitment to supporting the rapid growth taking place across Lincoln and the surrounding region," said Igor Rusic, President and CEO of NPEI. "This project will ensure we continue delivering safe, reliable and resilient electricity service to our customers while preparing our system for future residential, commercial and industrial growth."

Construction of the more than $35 million Spring Creek Transformer Station will begin immediately by Black and McDonald, a Canadian company.

The project reflects NPEI's ongoing commitment to investing in critical infrastructure that supports reliability, resilience and long-term energy needs for our communities.

A Message from Our President and CEO



As we welcome the summer season, I would like to thank our customers for the trust you place in us every day. Our team remains committed to providing safe, reliable, and affordable electricity to the homes and businesses we serve.

Summer often brings increased energy use as air conditioners, pool equipment, and other appliances work harder to keep us comfortable. Small changes in energy habits can make a significant difference in managing electricity consumption and reducing energy costs.

Simple actions such as downloading our NPEI app and managing your energy consumption on your smart phone, adjusting your thermostat 2 degrees, using ceiling fans, closing blinds during peak sunlight hours, and running major appliances during cooler parts of the day can also help reduce energy consumption throughout the summer months.

As your local electricity company, we are proud to partner with our customers in building a more energy-efficient community. Together, we can make smart energy choices that benefit our environment, strengthen our electrical system, and help manage energy costs.

I wish you and your family a safe, enjoyable, and energy-efficient summer.

Sincerely,

Igor Rusic
President & Chief Executive Officer

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

You May Qualify for Help With Your Electricity Bill

The Ontario Electricity Support Program Provides a Monthly Bill Credit

Now, more Ontarians qualify for the Ontario Electricity Support Program (OESP). If you're an NPEI customer and your household size and income meet certain levels, you may qualify for a reduction on your electricity bill through the OESP. The OESP will reduce the cost of your household electricity by applying a monthly credit directly to your bill. The credit amount will depend on how many people live in the home and the combined annual household after tax income.

To get started or learn more, scan the QR code or visit www.oesp.ca

More Assistance Is Available

NPEI offers our customers a number of payment assistance plans and support programs, including the Low-Income Energy Assistance Program (LEAP). Please contact us for more information.





Start Your **Save On Energy** Journey

Save On Energy programs help residential and business customers in Ontario reduce their electricity consumption and lower their monthly energy costs. Through a variety of rebates, incentives and energy-efficiency programs, homeowners and businesses can access support and receive upgrades that help reduce their bottom-line.

Starting your Save On Energy Journey is easy on the website, which features a helpful flowchart that guides users through the available programs and identifies the options best suited to their needs. Whether you are a homeowner, tenant or property manager, the flowchart provides a clear path to begin your energy-saving journey.

Save on Energy programs are also available for businesses of all sizes, offering incentives and support to help organizations improve energy efficiency, reduce operating costs, and strengthen their environmental sustainability efforts.

To learn more about the programs and benefits of Save On Energy, visit: www.saveonenergy.ca

Power Is Personal ✳ Choose a Price Plan That Works For You

If you're a residential or small business customer, you can choose to switch between Time-of-Use (TOU), Ultra-Low Overnight (ULO) and Tiered prices.

With TOU and ULO price plans, the price depends on **when** you use electricity. This means you can help manage your electricity costs by shifting your usage to lower price periods when possible.

With Tiered, the price depends on **how much** electricity you use overall in a month.

Use the Bill Calculator at www.oeb.ca to compare the different price plans!

We know that power is personal. Some customers may prefer TOU or ULO prices. For instance, customers who work different shifts may be able to use more of their electricity at times when lower off-peak prices apply, and some customers, like those who charge their electric vehicles, may also want to take advantage of the Ultra-Low Overnight price that applies from 11 p.m. until 7 a.m. every day. Others may favour Tiered prices because they want the flexibility to do their household chores at any time of the day, or their total usage rarely exceeds 600 kWh in a month in summer, or 1,000 kWh in a month in winter.

Whatever plan you choose, one thing remains certain: **the less electricity you use, the less you pay.**

To switch price plans, you must notify NPEI by completing an election form. You must contact NPEI or visit our website for the election form. If you want to stay with your current price plan no action is required.

Switching price plans will not affect your eligibility for the Ontario Electricity Rebate or other government programs like the Ontario Electricity Support Program that supports low-income households in need of assistance in paying their electricity bills.