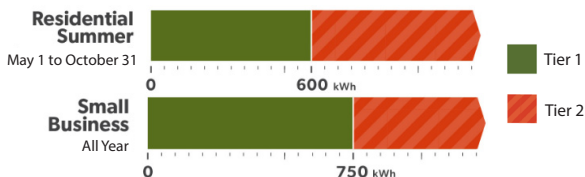


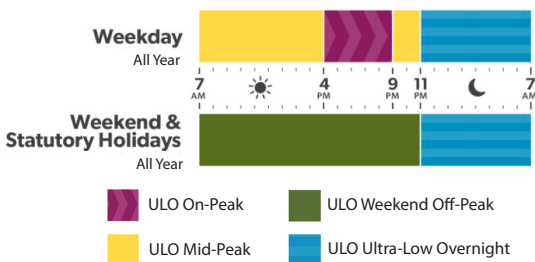
## Summer Time-of-Use Hours (TOU)



## Summer Tiered Thresholds (Kilowatt Hours)



## Ultra-Low Overnight Hours (ULO)



Customers can choose the rate plan that is right for them. The Ontario Energy Board's Bill Calculator can help you compare plans.

**Visit: [oeb.ca/choice](http://oeb.ca/choice)**



**To report a power outage** or a downed powerline, please contact our 24-hour emergency line at 1-877-270-3938. To ensure you receive communications about outages, please make sure your contact information is up to date by logging into the MyAccount Customer Portal or by contacting our office.

**If your power goes out** unexpectedly, check your circuit breakers or fuses. If a circuit has been tripped or a fuse blown, reset the breaker or replace the fuse to restore your power. If you still have no power, contact NPEI.



### TURN OFF

the main electrical switch.



### ENSURE ALL

stovetop elements are in the off position.



### TURN OFF

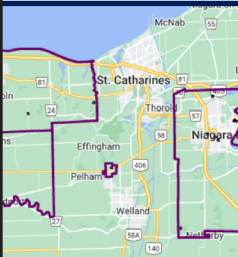
or unplug equipment to prevent damage should there be a surge when power is restored.



### KEEP AWAY

from downed powerlines. If you see a downed powerline, contact NPEI immediately.

**AFTER AN OUTAGE** plug in only the most essential appliances. Waiting 10-15 minutes before plugging in appliances like refrigerators gives the system time to stabilize.



## NPEI OUTAGE MAP

If you are ever without power, be sure to check our Outage Map, which provides information on power outages occurring within our service territory, including location and the number of customers affected. The Outage Map can be found at [www.npei.ca](http://www.npei.ca).



niagara  
peninsula  
energy inc.  
*Your Local Utility*

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

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

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

**Facebook** | NPEIHydro

**X** | NPEIHydro