

Payment Options. For your convenience, our Pre-authorized Payment Plan offers the automatic withdrawal of your electric bill payment from your chequing or savings account each month. Bills may also be paid through telephone or PC banking, Internet banking or night deposit boxes. To ensure proper credit, return the top portion of this bill with your payment and be sure to include your bill account number on your cheque or money order. When paying in person, please bring entire bill for faster service.

Equal Payment Plan. Choose from a 10 or 12 month Equal Payment Plan. Our 10 month plan allows you to spread your electric service charges over 10 months with no electric payment due on your July and August bill. The 12 month plan spreads your electric service charges over 12 months.

Interest charges. Balances over \$50.00 which are outstanding by the next month's Billing Date are subject to interest. The rate of interest is the prime rate charged by chartered banks on the last working day of the previous month plus five per cent.

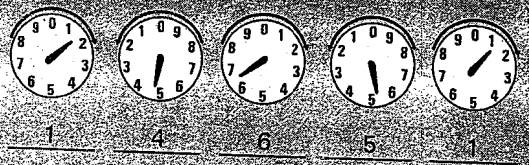
Moving? Please call our office to request your final meter reading. We require at least 48 hours notice for a final meter reading and 10 days WRITTEN notice if service is to be removed.

Is your meter accessible? Snow, wood or other items stored near the meter often prevent us from obtaining readings. When we cannot obtain a reading your usage is estimated. Please clear a path so we can give you our best service.

<p>You can reach us...</p> <p><u>By Phone</u> CUSTOMER SERVICE 737-2802 or 1-800-663-2802</p> <p><u>By Mail</u> Newfoundland Power Inc. P.O. Box 8910 St. John's, NF A1B 3P6</p> <p><u>By E-Mail</u> icsmail@newfoundlandpower.com</p> <p><u>Through our Web Page</u> www.newfoundlandpower.com</p>	<p>Customer Service 24 hours a day...</p> <p>To access your account balance and last payment information with our automated telephone system, call 737-2802 or 1-800-663-2802</p> <p>To obtain power outage information or to report outages, downed wires or poles, call 1-800-474-5711</p> <p>Visit us online to view your account information, payment and billing history, energy use and your 10 or 12 month equal payment plan amount. www.newfoundlandpower.com</p>
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Residential Meter Reading. For your own information, you may draw the exact position of your meter hands on the dials below. Record the reading in the space directly under the dials. When the pointer is between two numbers, it is recorded as the lower number. To determine your kilowatt-hour (kWh) usage, subtract the "present reading" on your last bill from the reading calculated below. If you have any concerns or questions, please call us.

Example of meter reading



Actual meter reading. (Draw exact position and write number below.)

