

POWER Connection

A newsletter for customers of Newfoundland Power

April 1998

Reliability programs improve customer service

From appliances and computers to medical systems and bank machines, we are more dependent on electrical energy than ever before.

So what is Newfoundland Power doing to ensure consumers throughout Newfoundland receive a reliable supply of power?

"Reliability is the core of customer service," explains Earl Ludlow, Vice President, Operations. "For many companies, a service glitch can go unnoticed. However, a service interruption for our Company means an immediate impact on our customers and their lifestyles."

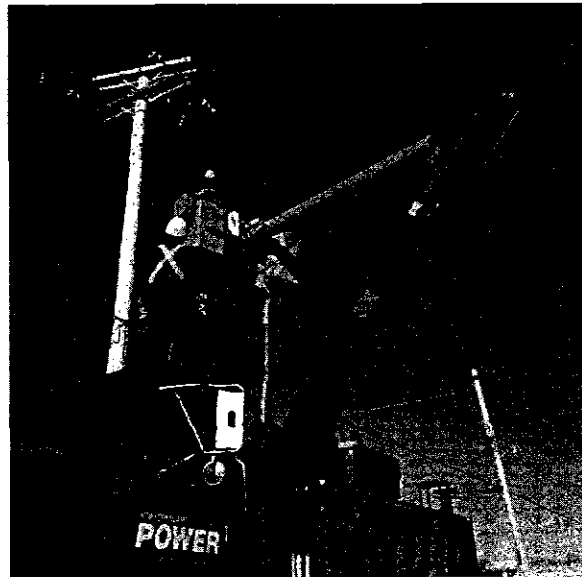
Preventing disturbances to customers' (and customers' sensitive electronic equipment), requires a marriage of technology, training and preventive system maintenance.

Measures such as vegetation management, the replacement of deteriorating poles, and installation of lightning arresters, additional guy wires, and mid-span poles play a critical role in ensuring our electrical system is able to stand up to Newfoundland's harsh elements, such as high winds, freezing rain and salt spray.

The benefits of investing in system maintenance were demonstrated during last month's ice storm which had icing equivalent in weight and thickness to that of the 1984 sleet storm. However, unlike 1984 which saw the loss of hundreds of poles and extensive outages, only 60 poles were broken and power was restored in most areas within hours - the exception being Bay de Verde where customers were without electricity for 48 hours. Preventive maintenance and low winds are credited with the system withstanding the storm. Reliability improvements are also gained

through the use of technology (such as infra-red thermoscanning which allows crews to detect and eliminate potential problems before they occur) and proactive programs.

In 1998, Newfoundland Power will work to improve reliability and power quality in communities throughout



Newfoundland. St. Phillip's/Bell Island, Dunville and Rose Blanche are three communities which will see improved service.

"Customers who receive power from the Broad Cove substation (which serves St. Phillip's, St. Thomas, Portugal Cove and Bell Island) experienced eight outages in 1997. About half of these outages were due to defective insulators," says Phonse Delaney, Manager, St. John's Region.

Upgrades to this area began in January and will total \$300,000. Within six months, all the insulators on the transmission line leading into the Broad Cove substation will be replaced, as will all the insulators within the substation. Anchors, guy wires, poles and conductors along

distribution lines will also be replaced.

In Dunville, \$1.3 million has been spent since 1994 to upgrade the Cape Shore Feeder which is subject to high winds and salt spray related problems. Over the next three years, an additional

\$645,000 will be invested to upgrade the feeder from Point Verde to Patrick's Cove. Relocating remote sections of the line will speed future power restoration and maintenance efforts, whereas replacing the conductors (wires) will improve voltage levels and increase the strength of the line.

In Western Newfoundland, the \$13.8 million Rose Blanche Hydroelectric Development will enhance the level of power supply and security for the Port aux Basques area.

"The Port aux Basques area is currently served by a series of long lines that are exposed to some of the worst weather in the province," explains Peter Halliday, Rose Blanche Project Manager. "If the weather causes an interruption to the

infeed to this area, the region is left with only 45 per cent of its peak requirement. Rose Blanche will provide additional generation to help remedy this problem."

Meeting customers' expectations is Newfoundland Power's primary reason for investing in preventive maintenance programs. Although it is impossible to prevent 100 per cent of outages because of weather and technical faults, Newfoundland Power will continue to focus on investing in preventive programs that enhance service to its 172,000 customers.

Fish Friends

Newfoundland Power sponsors education program

Supporting the education of Newfoundland youth and the enhancement of our environment are priorities for Newfoundland Power. As these are the primary components of the *Fish Friends* program, we felt the partnership of our two organizations was a natural fit!

Launched in 1992 by the Atlantic Salmon Federation (ASF), *Fish Friends* introduces students in grades 4, 5 and 6 to the life of salmon and other fish. The program includes a curriculum guide to assist educators in teaching their students about the fascinating life cycle and environmental sensitivity of fish. Participating classrooms are equipped with a fish egg incubation unit in which fish hatch and grow. In June, students release their fish into streams.

Newfoundland Power's contribution for 1998 will go toward the hiring of two co-op students. These young people will travel throughout the province to deliver fish eggs and teach students and teachers how to care for them.

To learn more about *Fish Friends*, visit the ASF web site at www.asf.ca.

You asked ... We listened Improvements made to EPP!

To make it easier to budget your electricity costs, we have eliminated the January and July review periods from the Equal Payment Plan (EPP).

Now, your EPP amount is set for 12 months and is reviewed once a year on your anniversary date of joining the plan!

Are you using life support equipment in your home?

If you use life support equipment in your home, you should contact Newfoundland Power. By calling us, we are able to add your name to our Medical Response customer list.

In the event of a planned power outage for maintenance or electrical repair, we will be able to contact you in advance by telephone.

Please call our Customer Service Department at 737-2802 or 1-800-663-2802.



Newfoundland Power is the proud corporate sponsor of the *Families Can Beat Cancer* campaign. You can help by making a donation.

Yes, I would like to help individuals & families battling cancer.

Please add the following amount to my electric bill each month until notified otherwise.

\$10.00 \$5.00 \$2.00 \$ _____

CANADIAN
CANCER
SOCIETY

SOCIÉTÉ
CANADIENNE
DU CANCER



Newfoundland & Labrador Division

Customer Name: _____
Address: _____ Postal Code: _____
Telephone: _____ Newfoundland Power Account #: _____
Signature: _____

Families can beat cancer

Thank You!

Official tax receipts will be issued by the Canadian Cancer Society. Registered Charity #118829803 RR0011



POWER Connection



Proud to be a Major Sponsor of the
1999 Canada Winter Games

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Annual Rate Stabilization & Municipal Tax Adjustments Effective July 1

Since 1987, an annual adjustment to electricity rates has occurred on July 1 as a result of the Rate Stabilization and Municipal Tax accounts.

During the 1980s, the Public Utilities Board approved the establishment of these accounts to reduce the large swings in rates then being experienced as a result of year-to-year fluctuations in municipal taxes and in the price of oil used in Newfoundland & Labrador Hydro's thermal generating plants.

In July 1998, there will be an average increase in rates of approximately 0.4%, or 20¢ per month on a \$50-a-month

residential electricity bill. Although these amounts are included in the electric bill, it is not income for Newfoundland Power. Rather the funds go directly to the Rate Stabilization and Municipal Tax accounts. This annual adjustment is independent of the proceeding currently before the Public Utilities Board.

Rate Stabilization Account

While Newfoundland Power generates some electricity, most of the power it delivers to customers is purchased from Newfoundland & Labrador Hydro. Newfoundland & Labrador

Hydro's generation comes mainly from its hydro plants and its large oil-fired generating station at Holyrood. The cost of running these plants can fluctuate year to year depending on the amount of rainfall received and the price of oil. The Rate Stabilization account smoothes out the effects of large swings in oil costs and rainfall levels on the price of electricity.

Municipal Tax Account

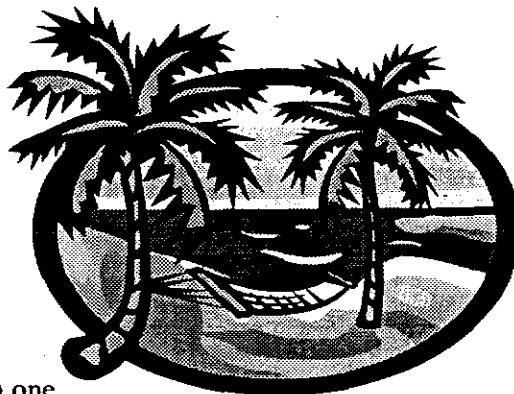
Newfoundland Power is required to pay taxes to each municipality it serves based on sales to customers in that community. Each June the Company adjusts rates for any increase or decrease in municipal taxes.

Going on Vacation this Summer?

Join Newfoundland Power's Pre-Authorized Payment Plan for worry-free bill payments when you're away from home.

Enjoy the convenience of:

- no postage!
- no cheques!
- no trips to the post office or bank!



Simply fill in the form below, attach one of your voided cheques and return with your next bill payment. Each month your

electric bill payment will automatically be deducted from your chequing account 10 days after you receive your electric bill.

To make bill payments even more convenient, join our Equal Payment Plan (EPP). Because EPP allows you to spread your annual electric charges over 12 equal installments, you will know exactly how much will be withdrawn each month! Your EPP payment is reviewed once per year on the anniversary date of joining the plan.

Pre-Authorized Payment Plan

Yes, I would like to join the Pre-Authorized Payment Plan.

Yes, I would like to join the Equal Payment Plan.

Name: _____

Telephone: _____

Electric Account Number: _____

Signature: _____

Date: _____

Signature (joint account): _____

Date: _____

Please send form and one of your cheques, marked "VOID", with your next bill payment.



Check Out These Summer Safety Tips

When working outside your home:

- ✓ Keep ladders and scaffolds away from electrical wires.
- ✓ Ensure garden tools and appliances have three prong plugs and electrical cords are not frayed.
- ✓ Ensure your outside receptacles are protected by ground fault circuit interrupters and test them periodically.



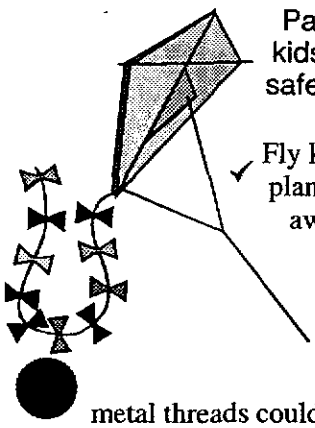
if they accidentally touch power lines.

- ✓ If a kite or model aircraft becomes entangled in a power line, never try to retrieve it. *Call Newfoundland Power for assistance.*
- ✓ Be sure to teach children the meaning of danger and hazard signs and to never tamper with guy wires, insulators or other electrical equipment.

During an electrical storm:

- ✓ Stay indoors or in your car during an electrical storm. If you are outside, seek low ground.
- ✓ Never attempt to move an electrical wire that has fallen during a storm. *Call Newfoundland Power immediately for assistance.*
- ✓ If you connect a portable generator during a power interruption, make sure your main electrical panel switch is open. A generator, connected to the electrical system, can injure an electrical worker who is attempting to restore power to your home.

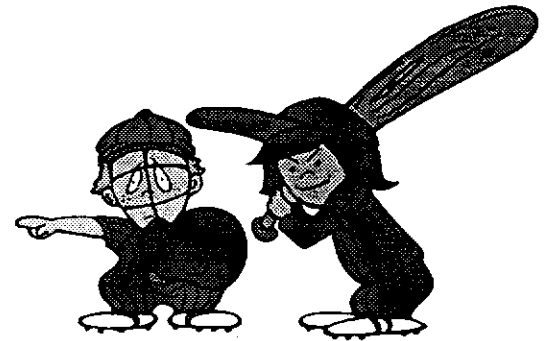
Parents, talk to your kids about electrical safety!



- ✓ Fly kites and model planes in open fields away from power lines.

Use only plain string for kite lines. Wire and cords containing metal threads could pose a shock hazard

- ✓ Tell your children about the dangers of climbing electrical poles or entering substation yards. Climbing a substation fence or utility pole can result in serious injury or death.
- ✓ Do not try to retrieve a ball, or other toy, from inside a substation fence. *Call Newfoundland Power for assistance.*



Household Hazardous Waste Program Update

Did you know that many products used daily can be classified as hazardous materials?

Products such as used oil, paints, pesticides, solvents, antifreeze and cleaning fluids can be harmful unless they are disposed of properly.

These products can become particularly hazardous when they find their way from households to rivers, streams, storm sewers, sewer systems and landfill sites. Some of these materials, rather than breakdown in the natural environment, can actually increase in concentration and become a danger to wildlife and ecosystems.

To enable households to dispose of their hazardous wastes properly, Federal,

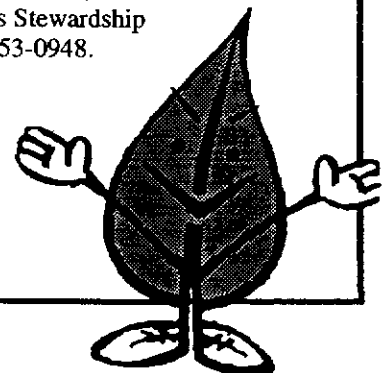
Provincial and Municipal Governments have partnered with the private sector to set up Household Hazardous Waste (HHW) programs throughout the province. During August to October, scheduled "Drop-Off Days" will enable residents to have their hazardous waste disposed of safely.

This year, Drop-Off Days will take place in the following participating municipalities:

- St. John's
- Mount Pearl
- Paradise
- Gander
- Grand Falls-Windsor
- Corner Brook
- Labrador (communities to be determined)

Information on "Drop-Off Days" dates and locations will be advertised later in the summer. Until then, make sure you use household hazardous products safely by reading labels carefully and storing these products in a safe, secure area. When a HHW program comes to your community be sure to participate.

For further information on the Household Hazardous Waste Program, or if you are looking for a green alternative to using some of these products, contact the Multi-Materials Stewardship Board at 709-753-0948.



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Let's shed some light on the upcoming public hearing.

What is this hearing about?

The Public Utilities Board (PUB) called this hearing to, among other issues, examine Newfoundland Power's expenses in order to finalize electricity rates for 1998 and set rates for 1999.

Is Newfoundland Power asking for a rate increase?

Yes, Newfoundland Power is requesting an increase of 1.48 per cent effective January 1, 1999. For the average residential customer this will mean an increase of \$1.73 per month.

Why has Newfoundland Power asked for a rate increase?

Like any other business, Newfoundland Power must be able to pay its bills. The 1.48 per cent increase is necessary to pay for upgrades to the electrical system and for significantly increased regulatory costs.

Why are costs increasing?

In the past three years Newfoundland Power has spent more than

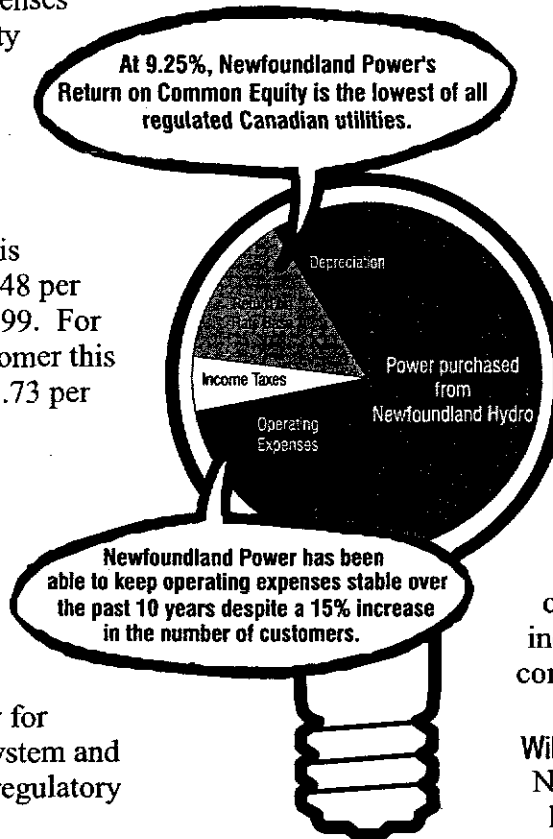
\$100 million upgrading the electrical system to improve reliability to its customers.

While Newfoundland's harsh environment poses a challenge, weather related damage has increased. For example, the sleet storm which hit the Burin Peninsula in April cost \$1 million and an August lightning storm on the Avalon cost more than \$600,000.

Regulatory costs for 1998 have also increased significantly. In 1998, \$2 million will be spent on public hearings. This amount does not include the labour costs incurred by Newfoundland Power for hearing preparations. Newfoundland Power, and its customers, are responsible for all costs associated with public hearings, including the expenses of the PUB and the consumer advocate.

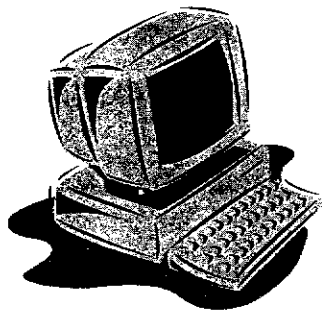
Will Newfoundland Power's profit level increase? Newfoundland Power's profit level, the lowest of all Canadian regulated utilities, will not increase as a result of the 1.48 per cent increase.

At 9.25%, Newfoundland Power's Return on Common Equity is the lowest of all regulated Canadian utilities.



Newfoundland Power has been able to keep operating expenses stable over the past 10 years despite a 15% increase in the number of customers.

The Cost of Providing Electrical Service



We have a new address:

www.newfoundlandpower.com

Join our convenient payment programs. Report a technical problem. Learn about saving energy. Ask a question. Send us your comments. Check out "What's New". And coming soon: view your account balance and payment history.

Customer Service 24 hours a day, seven days a week!

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December 1998



We wish you a safe and happy holiday!

Newfoundland Power employees and their families would like to wish you a healthy, happy Christmas holiday.

To keep your holiday safe and bright, remember to take special care when decorating with lights.

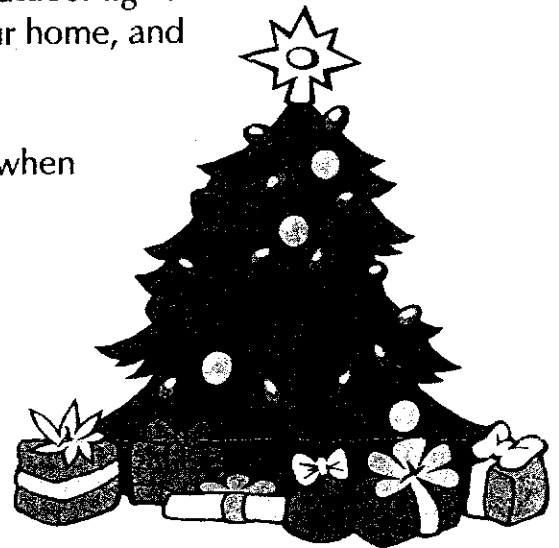
Make sure cords are in good condition and light sockets are firmly attached to the cords. Use only outdoor lights when decorating the yard or outside your home, and always keep a light bulb in every socket.

Remember to always unplug your lights when leaving your home or going to bed.

From our employees and their families,

Merry Christmas

and Happy New Year!



Another Newfoundland Winter!

As Newfoundlanders, we're familiar with harsh winters and power outages which can occur as a result of high winds and sleet. If you experience an outage this winter, rest assured that we are working hard to restore your power as quickly as possible! You can receive information about the cause of an outage and the estimated restoration time by calling our new automated service.



For up-to-date power outage information,
or to report an electrical emergency, call:

737-5711

or

1-800-474-5711



The electrical system . . . a delicate balance

For our island-wide electrical system to operate correctly, the amount of electricity generated must be balanced with how much electricity customers use. As customers' demand for electricity changes, the amount of electricity generated must be adjusted accordingly.

If a sudden imbalance occurs in the demand and supply of electricity, the electrical system may collapse and possibly cause an island-wide power outage. Several factors may create this sudden imbalance in the electrical system, the most common of which is equipment failure at a generating station or on a major transmission line.

To prevent the possibility of an island-wide power outage, Newfoundland Power performs a procedure known as "load shedding". Load shedding involves interrupting power to some customers until a balance between the amount of electricity generated and the amount of electricity used is restored. As additional electricity is generated, power is restored to affected customers.

Newfoundland Power purchases 80 per cent of the power it supplies to its customers from Newfoundland & Labrador Hydro (Hydro). Therefore, if Hydro experiences a malfunction at a generating site or with a major transmission line, Newfoundland Power will be called upon to "shed" customers until the demand for electricity balances with the amount of electricity available.

In cooperation with Hydro, Newfoundland Power constantly monitors the balance of the electrical system. When problems occur, the Company acts quickly to prevent an island-wide outage. All customers, with the exception of hospitals, may at one time or another be affected by load shedding.

Newfoundland Power is dedicated to providing you with safe, reliable electrical service. If you experience a power outage, rest assured that we are working hard to restore your power as quickly as possible.

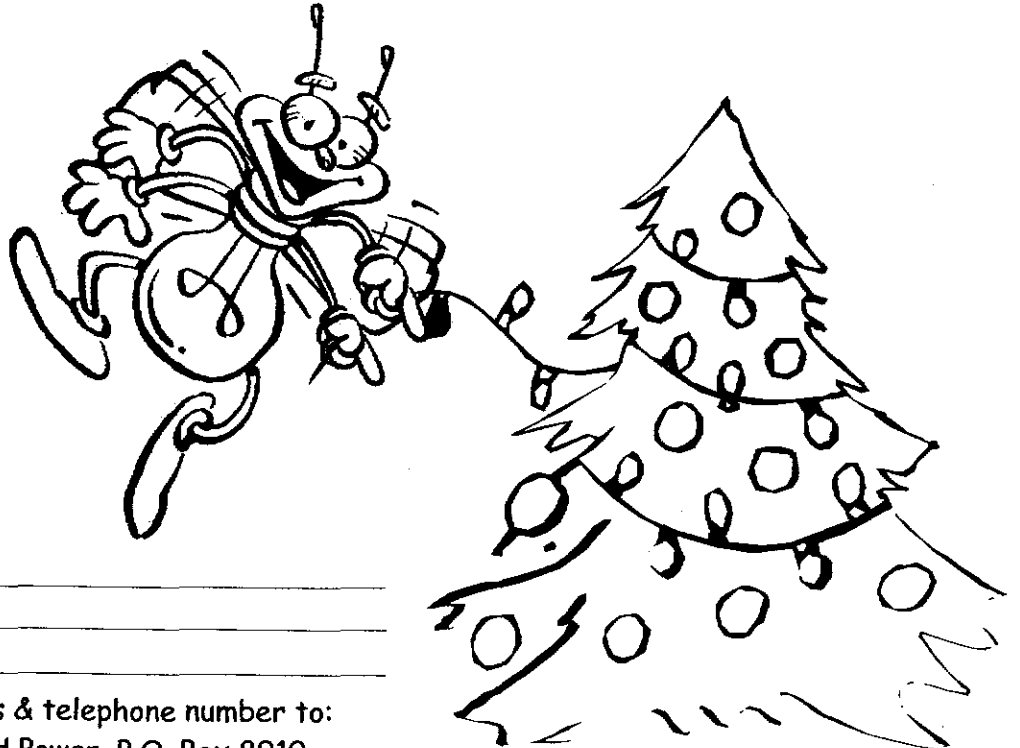
What's Louie's Christmas Safety Message?

Hey kids!

Here's a Louie the Lightning Bug picture to color.

Tell us a Louie electrical safety tip for a safe and Merry Christmas, and you could win Louie stuff.

My Louie Christmas electrical safety tip is:



Send your entry, name, age, address & telephone number to:
Louie Safety Contest, Newfoundland Power, P.O. Box 8910,

St. John's, NF, A1B 3P6. Or e-mail your answer to: contactus@newfoundlandpower.com

Three prizes will be awarded from all entries received by January 8, 1999.

24-hour customer service



www.newfoundlandpower.com

POWER Connection



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March 1999

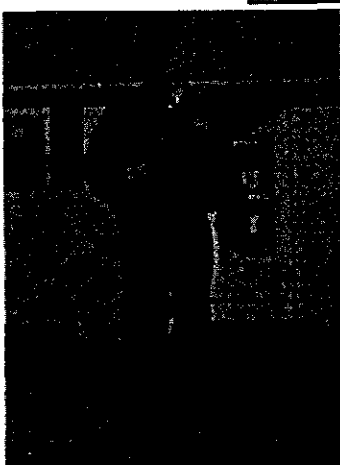
What We Do to Ensure Accurate Readings...

Each month, approximately 200,000 meters are read by our 38 meter readers island wide.

There are a number of things we do to ensure these readings are accurate:

- ⊖ meters are checked for accuracy before being put into service;
- ⊖ we adhere to strict federal government meter inspection standards;
- ⊖ extensive tests are conducted on meters each year;
- ⊖ meter readers are well trained in the use of hand-held meter reading devices;
- ⊖ the reading that the meter reader records into the hand-held device is compared to your past readings; and
- ⊖ if that reading appears too high or too low, the reading is rechecked before your bill is issued.

Newfoundland Power is dedicated to providing safe, reliable electrical service to more than 172,000 customers in 600 communities across Newfoundland. Ensuring your meter is accurately read each month is a key component in providing you with superior service.



Convenient payments all year long!

Equal Payment Plan — Pre-authorized Payment Plan.

Enjoy worry-free payments all year long!



Equal Payment Plan (EPP) lets you budget your electrical payment each and every month.

And you can have summer-free payments by switching to our 10 month EPP!

To make bill payments even more convenient, join our Pre-authorized Payment Plan. No cheques...no line-ups...no stamps.

For more information or to join EPP, contact us at 1-800-663-2802 or 737-2802; or on-line at www.newfoundlandpower.com

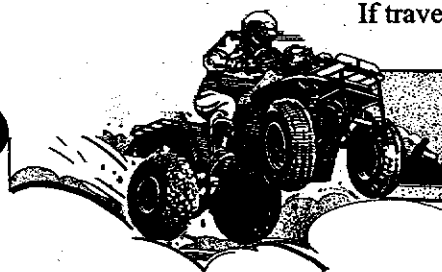
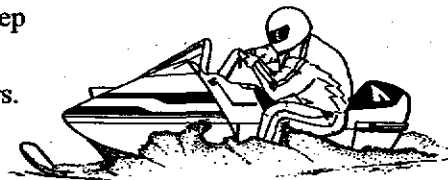
Winter Safety Tip!

Operating your snowmobile or ATV may be great winter fun, but be sure to keep safety in mind.

Be aware of the dangers of traveling over ice on ponds used as hydro reservoirs.

Water levels may suddenly drop and make ice too weak to support you and your machine.

If traveling close to a power line, be especially cautious of guy wires which may not be noticeable during winter conditions.



For up-to-date power outage information, or to report an electrical emergency, call: 737-5711 or 1-800-474-5711.

What Sets an R-2000 Home Apart from Others?



The R-2000 Home has established an excellent reputation over the past 10 years as the most energy-efficient house in the world. And the technology is all Canadian!

R-2000 features, which can save you up to 50 per cent in energy costs, include:

- careful sealing against air leakage;
- continuous fresh-air ventilation systems;
- high levels of insulation and superior heating systems;
- solar heat and light; and
- energy-efficient appliances.

Thanks to the R-2000 ventilation system and the use of "cleaner" products inside the house, levels of indoor air pollution in R-2000 homes are lower than in conventional homes. Sealing and insulation help to reduce drafts, noise, dust and pollen, ensuring you and your family live in a healthier, more comfortable environment.

For more information, contact the R-2000 Regional Office at 709-753-2000 or visit their web site at www.builders.nf.ca. You can also visit the R-2000 booth at *Home Show '99*, April 29 to May 2 at the St. John's Curling Club.

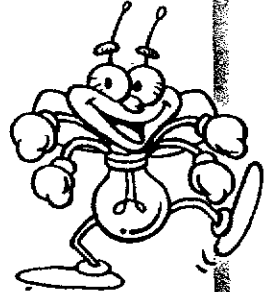
Our Christmas Safety Message Contest Was a Huge Success!

Hey kids!

Thanks for all your great safety tips!

Our contest winners were:

Anthony Gilbert, Hopeall
Sara Coady, Torbay
Ashton Walsh, Harbour Main



Remember kids, Louie says

"Play it safe around electricity!"

Canadian Cancer Society and Daffodil Days

The Canadian Cancer Society will be selling daffodils from March 23 to April 3. Daffodils will be sold in many communities throughout the province. Every dollar raised will go towards cancer research, patient services and public education.

Thanks a bunch!

Families can beat Cancer

We're Designing a New Bill . . . What Do You Think?

We are planning to change the look of our electrical bill and would like you to help us. What do you think our bill should look like? What would you like to see?

If you have any ideas or suggestions, write us at Corporate Communications, Newfoundland Power, P.O. Box 8910, St. John's, NF, A1B 3P6, or e-mail us at: contactus@newfoundlandpower.com.

We are forming a customer focus group later this year to consider these suggestions and to discuss possible changes. If you are interested in participating, let us know. We will select 10-12 people from this group and contact you in April.



24-hour customer service



www.newfoundlandpower.com

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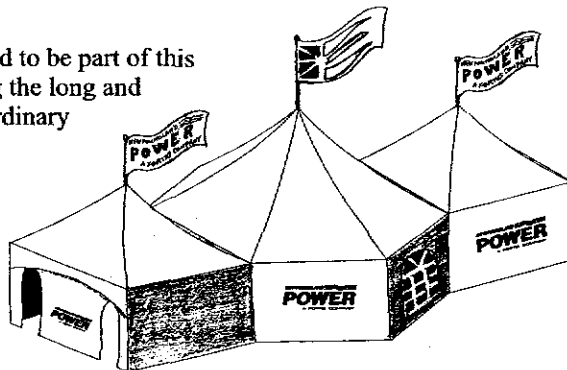
Newfoundland Power Pavilion Joins Tour Soiree'99

...the Event of the Summer in Newfoundland and Labrador

Newfoundland Power will be the official sponsor of the magnificent "Newfoundland Power Pavilion" that will tour the province this summer as part of Soiree'99 celebrations. This pavilion will feature an impressive array of displays and exhibits that will reflect our province's unique culture and identity as Canadians.

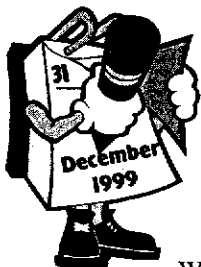
Tour Soiree'99 is a traveling showcase that will bring the spirit and excitement of Newfoundland and Labrador's 50th anniversary to people throughout the province. The tour will travel to 18 communities during July and August. It will open in St. John's on Canada Day and close in the historic town of Gambo, birthplace of Joseph R. Smallwood. Through music, song, recitations and stories, through dramatic interpretation and incredible exhibitions, we will be "Celebrating Canada our way."

Newfoundland Power is proud to be part of this unforgettable tour celebrating the long and colorful history of the extraordinary people of Newfoundland and Labrador. Join us and follow the tour across the province. Each stop will become a great summer party for the entire family to enjoy!



Tour Soiree'99 Schedule

July 1 - St. John's
July 3 - Bay Roberts
July 4 - Placentia
July 6 - Ferryland
July 8 - Marystown
July 9 - Clarenville
July 10 - Grand Falls-Windsor
July 11 - Harbour Breton
July 14 - St. Anthony
July 16 - Rocky Harbour
July 17 - Corner Brook
July 20 - Port aux Basques
July 21 - Stephenville
July 23 - Springdale
July 24 - Gander
July 29 - Happy Valley-Goose Bay
July 31 - Labrador City
Aug. 4 - Gambo



Preparing for Year 2000!

The Year 2000 bug could potentially affect not only computers, but all systems that operate using dates or calendars. The problem results when components are programmed using a two digit year (99) instead of a four digit year (1999). When Year 2000 occurs, components with the year programmed as "00" may not work.

We are working very hard to ensure that the transition into the Year 2000 does not impact the supply of electricity to our customers. Over the past year, we have taken an inventory of all the items that may be affected by the Year 2000 bug and have either repaired or replaced these items to ensure our equipment and computer programs are Year 2000 Ready. The vast majority of this work was completed by March 31, 1999. Although we are confident our systems will operate normally, we will also have a comprehensive back-up plan. This plan includes having sufficient staff and resources in place on December 31, 1999, to minimize the impact of any failure on our delivery of service to customers.

If you have any questions about our Year 2000 preparations, please contact us at 737-2802 or 1-800-663-2802. One of our Customer Account Representatives will be happy to assist you.

Tree Smart

We understand how important trees can be to homeowners and to communities. After all, we're proud of our province as well.

While we care for our green communities, we have an obligation to provide safe, reliable electrical service. Our ability to do that is affected by the growth of trees that could pose a danger to the power lines and the people we serve. That's why it is necessary for us to trim trees that are too close to power lines.

For Your Safety ... It prevents Electrocutions:

When a tree or a large branch falls onto a power line, as sometimes happens during storms, it can bring down the power line. If anyone touches a downed power line that is still energized with electricity, the result can be serious injury, even death.

In addition, because trees are full of sap, they are good conductors of electricity. A child can be electrocuted if he touches a tree limb which is in contact with a power line.

It Prevents Fires:

When a tree branch contacts a power line, it can cause a fire.

It Prevents Power Outages:

Fallen trees can interrupt power to many customers. In some cases a tree can tear down the entire line and break the poles that hold the line in place. As well, a tree or even a branch that is merely in contact with the power line can cause an outage.

If you would like further information about our Tree Smart program, contact your local Newfoundland Power Office.

Enjoy your Summer Vacation!

Here's two great ways to enjoy a carefree summer!

Automatic Bill Payments.

- Our Pre-authorized Payment Plan is easy, convenient and worry-free!
- You will continue to receive your monthly bill statement.
- Each month your bill payment will be automatically deducted from your bank account on your discount date.

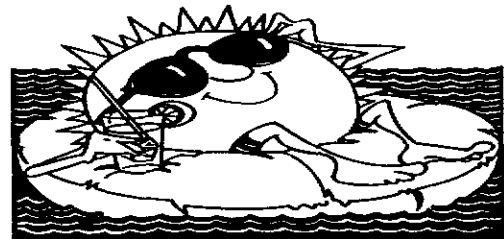
Equal Payment Plan.

- Choose 10 equal monthly payments, with **no payments in July and August; or**
- Choose 12 equal monthly payments year-round.
- Your **Equal Payment Plan** amount is calculated based on your actual electrical usage over the past 12 months.

It's Easy to Join!

- Call a Customer Account Representative at 737-2802 or 1-800-663-2802; or visit our website: www.newfoundlandpower.com

Join Today and Enjoy a Relaxing, Carefree Summer!!!



Is the
Meter Reader
here yet?

All dogs, big or small, are protective of their owner's property and can be angered enough to bite when a "stranger" enters their yard.

For the safety of our meter readers, please keep your dog away from the meter and post a "Beware of Dog" sign or keep them inside during meter reading days. Safety is our top priority and the presence of a dog may mean we have to estimate your meter reading. Please check your electric bill for your next meter reading date and help keep our meter readers safe.

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September 1999

Rose Blanche Hydro Plant Officially Opened!

Newfoundland Power's new hydroelectric plant at Rose Blanche, on the province's southwest coast, was officially opened on Tuesday, August 10. The 6.1 megawatt facility was built at a cost of \$13.8 million and is the first hydro plant the company has constructed in 14 years.

Mines and Energy Minister, Roger Grimes, joined Newfoundland Power President and CEO, Philip Hughes, to officially open the plant.

From an environmental perspective, the Rose Blanche Brook plant will displace 38,000 barrels of oil annually. In addition, \$1 million has been invested in environmental planning, including constructing fishways and a habitat channel to support the river's salmon population.



The new plant will ensure more reliable service to Newfoundland Power customers from Rose Blanche to Port Aux Basques and the surrounding area.

The Rose Blanche facility is one of 23 Newfoundland Power hydro plants. All but one of the contractors used in building the facility were Newfoundland-based businesses.

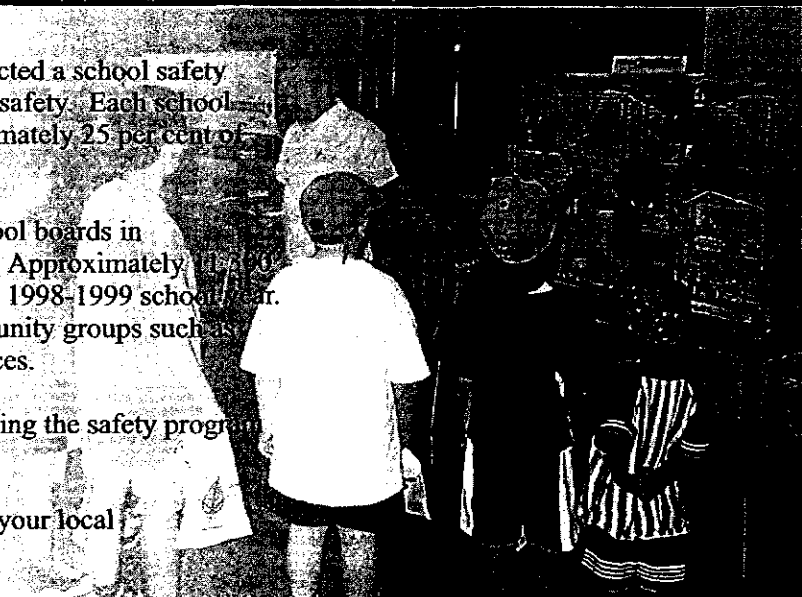
SCHOOL SAFETY PROGRAM UP AND RUNNING FOR ANOTHER YEAR!

For the past 15 years, Newfoundland Power has conducted a school safety program to promote and educate children on electrical safety. Each school year, this program is offered to all grade 5 and approximately 25 per cent of grade 8 students across the island.

The program has been well received with all eight school boards in Newfoundland Power's service area now participating. Approximately 11,000 students received electrical safety education during the 1998-1999 school year. In addition to schools, the program is offered to community groups such as cubs, scouts, brownies, guides, as well as adult audiences.

This year Newfoundland Power looks forward to bringing the safety program into even more classrooms.

For further information about the program, please call your local Newfoundland Power office.



Our Equal Payment Plan Can Help Make The Upcoming Months More Bearable!

As our Newfoundland climate begins to cool around mid-September and early October, your electric bill will reflect the seasonal changes.

With our Equal Payment Plan (EPP) you can pay the same monthly amount year round. Choose from our 12-month or 10-month plan. Pay 12 equal monthly payments or 10 equal monthly payments with no EPP payments in July or August.

- EPP is an excellent budgeting tool - you will always know the amount of your electric bill.
- EPP will help you avoid higher electric bills during the cold winter months.

Your EPP amount is calculated based on your electrical usage over the past 12 months, and includes the Basic Customer Charge and HST.

To join, simply call a Newfoundland Power representative at 737-2802 or 1-800-663-2802; or visit our website at www.newfoundlandpower.com/service/



~~NEW~~ Muscular Dystrophy Association of Canada

*September is National
Muscular Dystrophy Awareness Month*

For more information, please call 1-800-884-6322.

Fire Drills: The Great Escape!

October 3 to 9, 1999, is National Fire Prevention Week and this year's fire prevention theme is "Fire Drills: The Great Escape!"

Fire Prevention Canada encourages individuals to carry out regular fire drills at home and in the workplace and recommends that all households regularly review their fire safety practices.

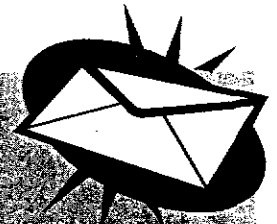
Here are some basic safety tips that can help save lives:

- ✓ Make sure that lighters and matches are kept safely away from children.
- ✓ Ensure all smoke alarms are in good working condition and are placed in the correct locations.
- ✓ Check that fire extinguishers are in good condition and are operational.
- ✓ Use only approved cooking appliances for deep frying foods.

Please contact your local fire department for more fire safety and prevention information.

BE FIRE SAFE! Fire Safety is Everyone's Responsibility.

A Little Goes A Long Way...



With the introduction of new payment options such as telephone banking and pre-authorized payment, fewer customers are using the return envelopes included with their monthly electrical bill.

Beginning in October 1999, customers who consistently pay their electric bill by telephone or cashier (drop-in) will no longer receive a return envelope with their electric bill. The elimination of unused envelopes represents a cost savings to Newfoundland Power and an environmental savings to our province.

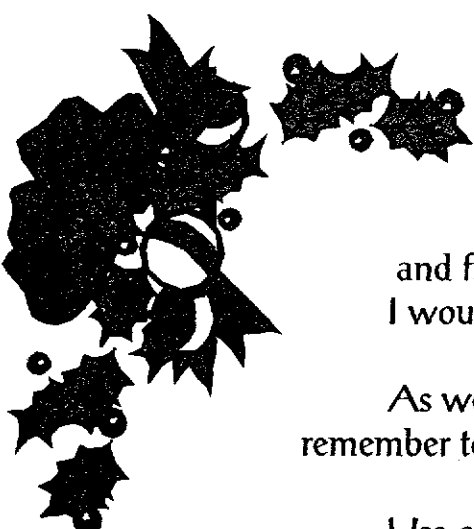
If you currently use one of the payment options mentioned above but wish to continue to receive a return envelope, please contact one of our customer account representatives at 737-2802 or 1-800-663-2802.

24-hour customer service



www.newfoundlandpower.com





Season's Greetings... From Our Family to Yours!



Christmas is a time of giving and sharing...a time for family and friends. On behalf of our family at Newfoundland Power, I would like to wish you and your family a very joyous holiday season.

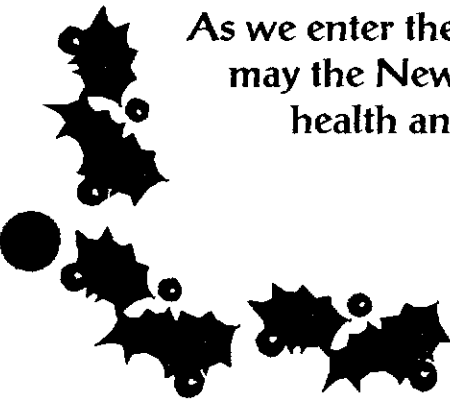
As we prepare to celebrate this special time of year, please remember to take special care when decorating with lights.

Use only CSA approved Christmas lights;

-  Make sure lighting cords are in good condition and ensure light sockets are firmly attached to the cords;
-  Always unplug tree lights when leaving your home or going to bed;
-  Do not overload sockets with extension cords; and
-  Use only outdoor lights outside your home and always keep a light bulb in every socket.

May the warmth and joy of the Christmas season brighten your home.
From all your friends here at Newfoundland Power...

Have a safe and happy Christmas!



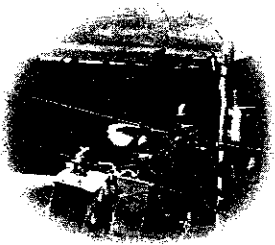
As we enter the new millennium,
may the New Year bring you
health and happiness!


Philip Hughes
President & CEO



Bookmark our Website

www.newfoundlandpower.com



Welcome to
Newfoundland Power
A FORTIS COMPANY

Dedicated to Customers...

Dedicated to Service.

On-line Service for your Convenience

Anytime of the day or night you can access your account information, payment and billing history, energy usage and your equal payment plan amount.

When you visit our website you can also:

- join our Equal Payment Plan and/or Pre-Authorized Payment Plan;
- report a meter reading or a technical problem;
- access information about our programs and services; and
- request information on topics of interest to you.

Bookmark our Website for quick access
www.newfoundlandpower.com

How Salt Spray Affects Reliability

Next to ensuring electricity prices are kept as low as possible, Newfoundland Power's customers value a high level of service reliability. In spite of the challenges associated with the province's electrical system (including system isolation, the existence of only a few large generating facilities and harsh weather conditions) the Company is committed to being a leader in system reliability.

Not an easy task considering that our province is known as the "Weather Champion" of the country. "Of all the major Canadian cities, St. John's is the foggiest, snowiest, wettest, windiest and cloudiest. It also has more days with freezing rain and wet weather than any other city," writes David Philips, author of Environment Canada's *The Climates of Canada*.

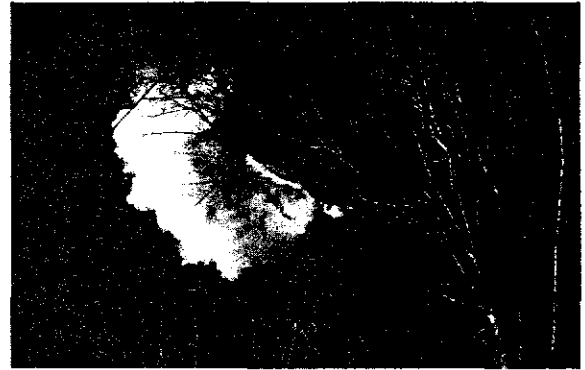
The Company's capital program focuses on rebuilding and strengthening the system against these harsh conditions, especially in areas where significant reliability problems and high maintenance costs exist. Despite our efforts, we are unable to eliminate 100 per cent of weather-related outages. One of the major problems associated with operating in a coastal environment such as ours is salt spray contamination.

Pole-top insulators prevent the transfer of electrical current from the electrical wire to the utility pole. High winds can cause salt spray to deposit and dry on to these insulators. In slight rain or mist conditions, an insulator contaminated with salt fails to work properly. This results in electricity jumping from the wire to the pole, known as "flashover". When a flashover occurs, it can result in either damage to the insulator and the pole or a pole fire.

Field tests have shown that the most severe salt contamination occurs on pole lines that are within 1.5 kilometres of the seashore. However, on an island such as ours that has an extensive coastline and high winds, contamination also occurs much farther inland. Typically, outages caused by salt spray are more likely to occur during fall and winter rather than the wetter spring and summer seasons.

Although we cannot prevent all outages caused by salt spray contamination, Newfoundland Power does attempt to minimize the damage by applying higher-than-normal insulator standards in areas prone to salt spray. Rest assured that when an outage does occur, our dedicated crews are working to restore power as quickly as possible.

Woodcutters Beware!



Cutting trees that could potentially fall into a power line can be very dangerous.

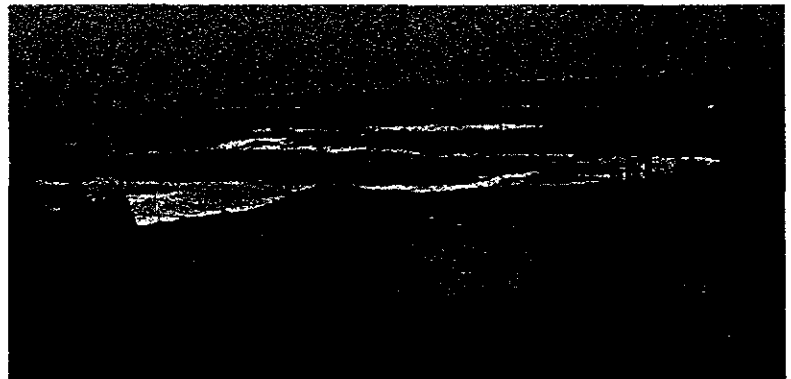
Trees can bring down power lines. Touching a downed power line that is still energized can result in serious injury, even death.

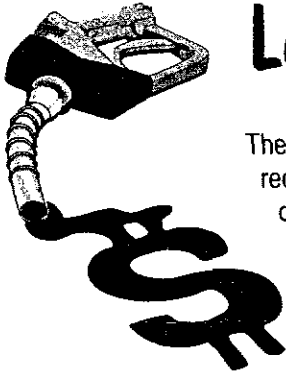
If a tree falls across a power line do not attempt to remove it. You can be seriously injured simply by touching a tree that is in contact with a power line.

Fallen trees can also cause power outages. In some cases, a tree can tear down the entire line and break the poles that hold the line in place. In other cases, a tree or branch that is merely in contact with a power line can cause an outage.

At Newfoundland Power, electrical safety is our number one priority. Remember, contact with a power line can be deadly! For safety sake, do not cut trees near power lines.

For 24-hour emergency assistance, call Newfoundland Power at 1-800-474-5711.





Let's Shed Some Light on Oil Prices

There has been a lot of talk recently about rising oil prices. Many customers have called us to ask whether or not they should change their oil heating system to electric or whether or not the rise in oil prices will also affect electricity prices. Here's what we have to say.

Should You Convert Your Heating System?

The most cost-effective heating system is the one you already have. Whether you currently use oil or electricity, you will not save money by changing your heating system. Removing one heating system and installing another will cost you more, regardless of the price of fuel.

Over the years, the oil companies have tried to convince our electric heat customers that they can save money by switching to oil. This is not the case. Nor is it true that oil heat customers can save money by installing an electric heating system.

To lower your heating costs, ensure your home is as energy efficient as possible by installing insulation in your basement or attic, weatherproofing your doors and windows or upgrading your thermostats.

Oil has increased 60% since 1997, while electricity has risen by only 2%.

If your oil furnace is at the end of its useful life, you should consider all available options. Electric hot air or hot water furnaces can easily replace your oil-fired unit while eliminating the need for a chimney and oil tank. For more information about electric furnaces, contact your local heating supplier.

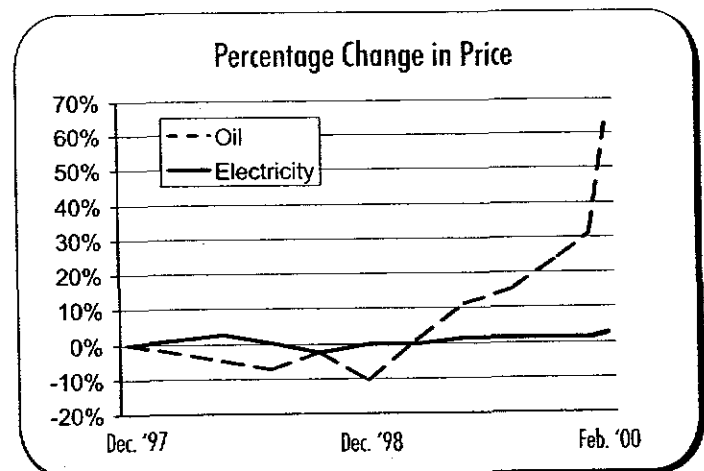
Will Rising Oil Prices Affect Electricity Prices?

While Newfoundland Power generates some electricity, most of the power we deliver to customers is purchased from Newfoundland & Labrador Hydro. Newfoundland & Labrador Hydro generates the majority of this power, about 75 per cent, at its hydroelectric plants. Only about 25 per cent is generated at the oil-fired generating plant in Holyrood.

Because the price of oil affects the cost of operating these plants, the Public Utilities Board established the Rate Stabilization Account (RSA) in 1986 to smooth the effects of oil prices on the cost of electricity.

Electricity: Value for the Long-term

Over the past few months, oil prices have increased almost on a weekly basis. As you can see from the graph below, compared to electricity, oil prices are very unstable. This instability makes it very difficult for customers using oil to heat their homes to predict their heating costs from one year to the next.



Since 1991, Newfoundland Power's electricity rates have risen by only 7.4 per cent. That's seven per cent in ten years! During the same time frame, oil prices have increased by 50 per cent. Electricity prices have remained very stable and this price stability is expected to continue.

Just as it has for more than 100 years, Newfoundland Power will continue to provide its customers with safe, reliable, and cost-effective electrical service.

If you are planning a new home, or renovating your existing property, consider the long-term value of electric heat. To receive an information kit on electric heating and energy efficient options, please call 1-800-663-2802.



Child Find

Newfoundland & Labrador Inc.

Green Ribbon Campaign

May is fast approaching and with it brings our Eighth Annual Green Ribbon of Hope Campaign. May has been designated as National Missing Children's Month with May 25 being Missing Children's Day.

The Green Ribbon of Hope originated in 1992 in St. Catherine's, Ontario, at Holy Cross Secondary School when Kristen French's friends and teachers wore green ribbons to express their hope for her safe return. Kristen did not return; her life was taken by her abductor.

Throughout the years, many local businesses have supported the Green Ribbon of Hope campaign by displaying Green Ribbon boxes and by encouraging their family and friends to purchase a Green Ribbon for a small donation. Please contact our office at (709) 738-4400 if you would like to participate in this year's campaign.

March is "Help Fight Liver Disease Month".

The Canadian Liver Foundation's mandate is to reduce the incidence and impact of over 10 types of liver disease. For more information contact:

St. John's Newfoundland Chapter
P.O. Box 6382, 354 Water Street
St. John's, NF A1C 6J9

Tel: (709) 753-1987 Toll Free: 1-800-563-5483

Call Customer Service ...



To obtain your account balance and last payment amount information ... Our **Automated Account Balance Service** is available **24 hours a day, 7 days a week.**



To set up a new account, ask questions regarding your bill, discuss an overdue account or to obtain information about our many Customer Programs and Services ... Our friendly **Customer Account Representatives** are available from **8:00 a.m. to 8:00 p.m., Monday to Friday.**

737-2802 or 1-800-663-2802

(For faster service when you call, please have your account number ready. Your account number is highlighted in yellow on your bill.)

Visit Us Online ...



To view your account information, payment and billing history, obtain your 10 or 12 month equal payment amount or avail of our **Online Service.**

www.newfoundlandpower.com

Newfoundland and Labrador Crime Stoppers is a non profit community based organization which assists policing agencies in solving crimes.

Crime Stoppers will pay up to **\$2000** for information that leads to an arrest.

Call **Crime Stoppers** anonymously at

1-800-363-TIPS (8477). Crime Stoppers

does **NOT** subscribe to Call Display. Our volunteers are proud to help make our communities safer. For more information on

Crime Stoppers visit our web site @

www.nf.crimestoppers.ca



Financing available for Electric Water Heaters

Finance your next electric water heater through Newfoundland Power for as low as **\$8 per month!**

Our financing program lets you pay for your electric water heater with convenient, low monthly payments on your electrical bill.

Here's how . . . Participating suppliers will complete your application for financing at the time of purchase.

You can finance the purchase and any installation costs over a 12 to 36 month period.

To qualify for financing, you must have an active, residential Newfoundland Power account and be the owner of the premise in which the water heater is to be installed. All financing is subject to credit approval.

For more information or to obtain a list of participating suppliers, you can:

Phone us at 737-2802 or toll free at 1-800-663-2802, E-Mail us at icsmail@newfoundlandpower.com, or visit us at www.newfoundlandpower.com.

For more information on power outage information or to report outages, download our 24 Hour Emergency and Outage Service at 1-800-771-5716

POWER Connection



A newsletter for customers of Newfoundland Power

May 2000

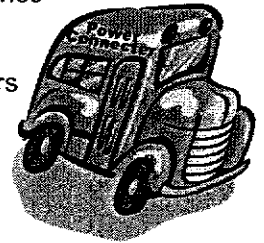
Newfoundland Power: Proud Gold Sponsor of the 2000 Newfoundland & Labrador Summer Games

Newfoundland Power is a proud Gold Sponsor of the Newfoundland & Labrador Summer Games to be held in Mount Pearl from August 19 to 26, 2000.



"Newfoundland Power is proud to once again support the development of our province's youth through sport," says Philip Hughes, President and Chief Executive Officer. "The *Unity in Youth* theme sends a powerful message to our younger generation."

Newfoundland Power's contribution to the 2000 Summer Games includes the operation of the athletes' and coaches' Shuttle Bus Service. The "Power Connector" will link all participants to the various venues during the Games, and our employee volunteers will act as shuttle bus ambassadors throughout the Games. Newfoundland Power will also supply its three tent Soiree '99 pavilion to create a central area in the Athletes' Village where athletes can mix and mingle.



Tree Smart

We understand how important trees are to homeowners and to communities.

While we care for our green communities, we also have an obligation to provide safe, reliable electrical service. Our ability to do this is affected by the growth of trees that could pose a danger to the people we serve. That is why it is necessary for us to trim trees that are too close to power lines.

For Your Safety ... It prevents Electrocutions:
When a tree or a large branch falls onto a power line, as sometimes happens during storms, it can bring down the power line. If anyone touches a downed power line that is still energized with electricity, the result can be serious injury, or death.

In addition, because trees are full of sap they are good conductors of electricity. A child can be electrocuted if he touches a tree limb which is in contact with a power line.



Don't build a tree house in trees near power lines, and be careful not to allow your child to climb trees growing near power lines.

Teach children to get help from adults if their kite becomes tangled in a power line or if they see downed lines in the area.

It Prevents Fires:
When a tree branch contacts a power line, it can cause a fire.

It Prevents Power Outages:
Fallen trees can interrupt power to many customers. In some cases, a tree can tear down the entire line and break the poles that hold the line in place. A tree or even a branch can fall across two of the wires on the pole creating a path for electricity and causing a power outage.

ELECTRIC HEAT OFFERS CHOICES!

Everyone has a heating preference. Some people enjoy the comfort of hot water radiation heat, others favor heat from a forced air system and some prefer baseboard heating. You can have any of these systems while still enjoying the benefits of hassle free electric heat. **Just look at the choices!**

- Electric Baseboard heating offers a low start-up cost and room-by-room control.
- Electric Hot Water Radiation offers a compact furnace with all the benefits of a hydronic system.
- Air and Ground Source Heat Pumps offer low operating costs with the added bonus of air conditioning when you need it.

Just to make your electric heating decisions that much easier, Newfoundland Power offers financing to help purchase your electric heating system! With no money down you can pay for your new electric heating system through your monthly electrical bill. Heating your home with electric has never been easier! Not to mention, it's the economical and environmentally friendly choice!

No matter what electric heating system you choose, it will be comfortable, reliable and virtually maintenance free.

To make an informed decision on a heating system for your home or to find out how you can finance it through Newfoundland Power, please contact our **Customer Service Centre**:

Telephone: 737-2802 or 1-800-663-2802
E-mail us at icsmail@newfoundlandpower.com
Visit us online at www.newfoundlandpower.com
Fax: 737-2903.

A n Accredited Boating Safety Program



On Board + Canadian Red Cross

The Canadian Coast Guard has implemented a new program that is mandatory for operators of pleasure crafts. The Canadian Red Cross offers three new home study educational resources that the public can purchase to help them prepare for the Canadian Coast Guard examination:

- *On Board Manual*
- *On Board CD-Rom*
- *On Board On-line*

These products can help power boaters understand their legal responsibilities; teach them to operate and maintain a power boat; teach boaters how to respond when there is a boating mishap; and prepare candidates to write the Accredited Canadian Coast Guard examination to obtain their operator proficiency card.

For further information, please contact the Canadian Red Cross at (709) 758-8407.

**WORRY ABOUT ONE
LESS BILL THIS
SUMMER!
JOIN
NEWFOUNDLAND
POWER'S 10 MONTH
EQUAL PAYMENT
PLAN.**

The 10 month Equal Payment Plan means you don't pay your electric bill in July and August.* If you join now, your first Equal Payment Plan payment will start in September.

Call today to join!

For added convenience, consider our Pre-authorized Payment Plan and have your electric bill automatically deducted from your bank account 10 days after your billing date each month.

To find out more about Newfoundland Power's 10 month Equal Payment Plan and our Pre-authorized Payment Plan, contact our **Customer Service Centre**:

Telephone: 737-2802 or 1-800-663-2802
E-mail us at icsmail@newfoundlandpower.com
Visit us online at www.newfoundlandpower.com
Fax: 737-2903.

*Finance plan payments, area lighting charges and other non-energy charges will be billed.

To obtain power outage information or to report outages, downed wires or poles call our
24 Hour Emergency and Outage Service at 1-800-474-5711

POWER Connection

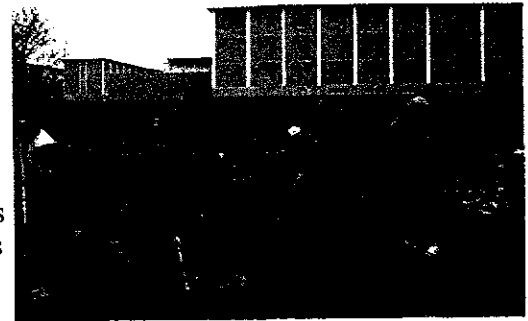


A newsletter for customers of Newfoundland Power

September 2000



Newfoundland Power employees and local community groups got together in May and June to plant over 175 trees in Mount Pearl, Carbonear, Stephenville and Bonavista. The tree plantings were part of the Company's partnership with the Tree Canada Foundation. Tree Canada is a not-for-profit organization whose mission is to mobilize Canadians through education and public awareness to plant trees and to gain a better understanding of environmental issues affecting our country and our planet.



Computers for Schools

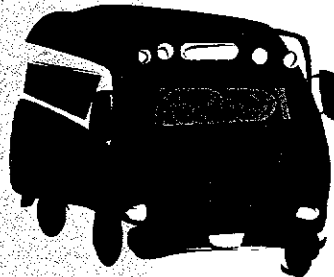
Computers for Schools (CFS) is a program aimed at helping young Canadians make the transition from school to work. CFS is a national, volunteer-based initiative that collects, repairs and delivers surplus computers donated by governments, organizations and individuals to schools and public libraries across Canada. The goal of CFS is to place 250,000 computers, one for every classroom in the country, into schools by the end of fiscal year 2000 (March 31, 2001).

The Newfoundland and Labrador CFS program aims to deliver at least 5,000 computers to provincial schools and libraries by March 2001. Since 1994, 4,600 computers, plus software and printers, have been distributed. This means the program is well on the way to achieving its goal!

CFS has computer repair depots in St. John's (739-3806), Corner Brook (639-2377) and Spaniards Bay (786-7182) where computers are repaired and upgraded. The computers are then distributed free of charge based on student population to the 11 school districts in the province. Approximately 10 per cent of the computers are being allocated to public libraries.

CFS also provides jobs for youth. Each year CFS offers valuable hands-on experience for approximately 15 graduates of computer technology programs through the Technical Work Experience Program.

If you or your company are interested in donating computers to the CFS program, please contact the nearest repair depot, call 709-576-2377 or email cfs@nfd.net. Find out more about CFS at the national website at www.schoolnet.ca/cfs-ope or at the provincial web site at www.stemnet.nf.ca/cfs/.



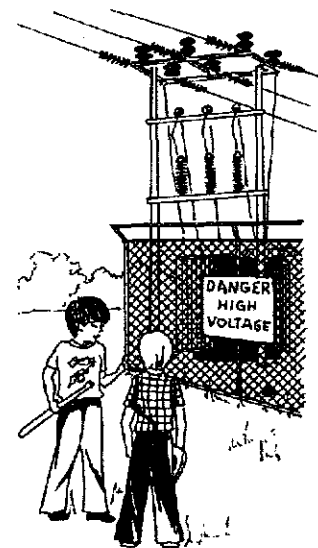
Newfoundland Power's School Safety Program

For over 15 years, Newfoundland Power has conducted a school safety program to educate children on electrical safety. Each school year, this program is offered to grade 5 and grade 8 students across the island.

Approximately 15,470 students received electrical safety education during the 1999-2000 school year. In addition to schools, the program is offered to community groups such as Cubs, Scouts, Brownies and Guides, as well as adult audiences.

This year Newfoundland Power looks forward to bringing the safety program into even more classrooms.

For further information about the program, please call your local Newfoundland Power office.



Power Outages: Be Prepared

At Newfoundland Power, we are committed to providing our customers with safe, reliable electrical service. In 2000, we will invest approximately \$42 million to further improve reliability of the electrical system and service to our 214,000 customers. As we are unable to prevent 100 per cent of outages, we offer these suggestions to help you be prepared should an outage occur.

Be prepared...

Keep a flashlight, batteries, matches, candles, a battery-operated radio, local emergency and utility numbers in a well-known and convenient place.

If an outage occurs...

If your neighbors still have power, a breaker may have tripped or a fuse may have blown in your own electrical panel. If this is not the case, call Newfoundland Power's 24-hour Emergency and Outage Service at 1-800-474-5711 to obtain up-to-date information on outages affecting your area.

Protect your equipment...

Unplug all sensitive electronic equipment and appliances such as TV's, VCR's, computers and stereo equipment. If the power interruption is more than an hour, turn off major appliances and electric heaters.

Reducing the load on the electrical system will simplify the power restoration process.

When power is restored...

Turn major appliances and heaters on one at a time over a 15 to 20 minute period. This will allow the load on the electrical system to gradually adjust to normal levels.

If you use life-support equipment...

If you depend on life support equipment, you should consider installing a backup power generator. If an extensive power outage occurs, arrangements should be made with a relative or friend for transportation to a hospital.



Newfoundland Power employees are committed to restoring power quickly and safely, 24-hours a day. Rest assured that we will do everything possible to minimize disruption of service to you, our customer.

For 24-hour power outage information, or to report outages, downed wires or poles, please call:

Power Outages and Emergencies
1-800-474-5711
St. John's
737-5711

Safety Is Our Top Priority

Help Stop Vandalism!
\$5,000 Reward Offered!

On July 25, 2000, vandals entered the Kenmount Road substation in St. John's by cutting through the lock on the main gates. These gates were left wide open and a child or other community member could have been seriously injured or killed by entering the substation yard.

On June 21, 2000, vandalism at our Bay Roberts substation resulted in damage which caused an hour-long power outage to 12,000 customers.

Damaging electrical equipment is extremely dangerous. It can result in serious harm or even death to the individuals involved and to others.

Newfoundland Power is committed to public safety and continually invests in educational programs and safety mechanisms to ensure that high-voltage accidents do not occur. These incidents compromise safety and create unnecessary hazards for the public, particularly children.

Newfoundland Power will pay \$5,000 to the person for the information leading to the arrest and conviction of the person(s) responsible for either of these crimes.

If you have the information about either of these incidents that would assist the police in their investigations, please contact your local Royal Newfoundland Constabulary or Royal Canadian Mounted Police detachment.

NEWFOUNDLAND
POWER
A FORTIS COMPANY

To obtain power outage information or to report

24 HOURS

POWER Connection

A newsletter for customers of Newfoundland Power

December 2000

Christmas ... A Time of Sharing

Christmas is a magical time ... a time for sharing ... a time for caring ... a time to reflect on what is truly important in our lives and the many blessings we have been given.

Christmas is also a time when our focus turns to others. The greatest reward often comes from giving. In the true spirit of Christmas, our employees have donated the spectacular Gingerbread House featured in the above photo to the Canadian Cancer Society.

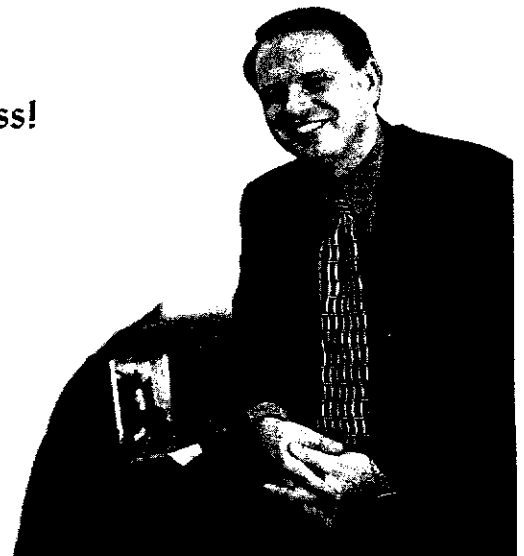
Newfoundland Power proudly supports the efforts of the Cancer Society as well as many other community groups throughout the province. This gift will be part of an auction to raise funds that will help our fellow Newfoundlanders in the fight against cancer.

As we look towards the coming year with hope and anticipation, may you enjoy good health and happiness!

From our family to yours ...

Happy Holidays!!!


Philip G. Hughes
President & CEO





Cut with Care this Christmas Season

Cutting your own Christmas tree can be a wonderful family tradition if you remember to use extreme care and caution.

Cutting a tree that could fall into a power line can be very dangerous.

Trees can bring down power lines. Never attempt to remove a tree that has fallen into a power line. This action could result in serious injury, even death.

At Newfoundland Power, electrical safety is our number one priority. Please remember that contact with a power line can be deadly! For safety sake, do not cut trees near power lines.

The five most common factors that affect your monthly energy use . . .

1 Outdoor Temperature

Outdoor temperature is the single greatest factor affecting your energy usage. As the weather begins to turn cooler, you will experience an increase in your monthly energy use and electricity costs.

2 Number of Billing Days

The number of billing days can vary from month to month. When you are comparing monthly bills, you must also compare the number of billing days.

3 Change in the Number of Occupants

A change in the number of people in your home such as a new baby, a visiting relative or a family member that has moved back home will increase your household energy use.

4 Additional Heating Sources

Removing a supplementary heating system such as a wood stove, propane fireplace or oil stove, or using it less than you did previously, will increase the energy your electric heating system will use.

5 Lighting, Electrical Appliances and Portable Heaters

Adding exterior lighting, a jacuzzi, a waterbed, a ventilation system or any electrical item will increase the amount of energy you use.

Make Equal Monthly Payments

You can avoid high winter heating bills by paying the same amount every month on our Equal Payment Plan. For added convenience, take advantage of automatic bank withdrawals by joining our Pre-authorized Payment Plan.

To inquire about your Equal Payment Plan amount, or for more information on energy use, please call one of our customer service representatives at 737-2802 or 1-800-663-2802, or visit our website at www.newfoundlandpower.com/service.



Light up your holiday season with energy efficient lights!

Choose outdoor lights that have 5-watt lamps. These lights use 30% less energy than the conventional 7-watt lamps. For additional savings, use a timer to control when lights go on and off!



A Women's Shelter is a safe and supportive place where a woman and her children can go to escape domestic violence.



Shelters offer confidential services, a 24-hour crisis line, counseling and

shelter at no cost, referrals to other services and advocacy.

If you or someone you know is affected by violence, please contact a shelter in your area.

Transition House, Corner Brook	(709) 634-4198
Cara House, Gander	1-877-800-2272
Iris Kirby House, St. John's	(709) 753-1492
Grace Sparkes House, Marystown	1-877-774-4957

POWER Connection

A newsletter for customers of Newfoundland Power

March 2001

The Smart Home ... An interview with the owners



The Smart Home
Sheffield Estates, St. John's

In 1997, Newfoundland Power partnered with the Eastern Newfoundland Home Builders Association to build The Smart Home, an R-2000, all-electric model home that was a showcase for high quality electric, energy efficient and "Made in Newfoundland" products.

The combination of an R-2000 construction standard and a ground-source heat pump makes The Smart Home the most energy efficient home you can build. Like all homes heated electrically, The Smart Home is comfortable, clean, quiet, and environmentally friendly with no fumes, fuel tanks, chimneys or side vents.

During 1997, hundreds of people toured The Smart Home to learn more about energy efficient, all-electric homes and how they could incorporate these standards into their homes. After a successful season as a model home, The Smart Home was sold to Carl and Peggy Froude. Recently, we visited the Froudes' to talk to them about their experience in The Smart Home over the past three years.

What features of The Smart Home influenced your decision to purchase?

When we toured the house we discovered that it was an R-2000 home and heated by a ground-source heat pump. That really interested us. Also, it was evident that the house was well built. It was just what we were looking for and more.

What do you think of R-2000?

We believe every house should be built to this standard; spend a dime today to save a dollar tomorrow. We are impressed with how comfortable our house is and its low heating costs.

What do you think of the ground-source heat pump?

Before we bought this house we knew very little about them. However, if we moved tomorrow we wouldn't think twice about installing a heat pump.

Has the ground-source heat pump required any maintenance?

No maintenance at all. We just clean the filters twice a year; in the fall before the heating season and in the spring. So far it's been maintenance free.

How do the operating costs compare to other houses you have owned?

No comparison. The other houses we have lived in cost \$250 to \$300 per month. The most we ever paid in this house for heat and light in any one month was around \$170 and that's usually our Christmas bill. The average is \$130 a month and our heating cost is around \$250 for the whole year. You can't beat that!

Would you recommend R-2000?

Definitely. Whenever we talk to someone who is building a new house, we always encourage them to build an R-2000 home and put in a heat pump. We tell them it may cost more in the short term but it pays off in the long run.

Do you have any general advice for people building a new home?

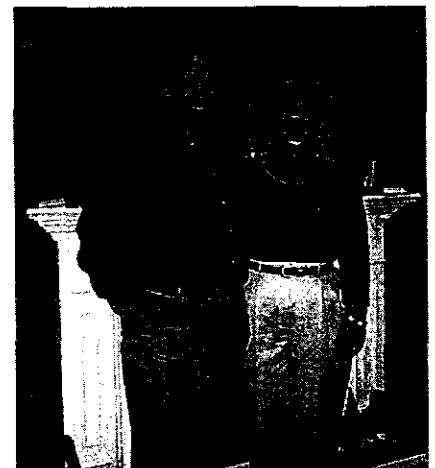
Our advice is to build an R-2000 home with a heat pump, but definitely R-2000. Our preference for a heating system is a ground source, but that's what we have and we're very comfortable with it.

What are some of the typical comments you receive from friends and relatives about your home?

Everyone loves our home! It seems that everyone who visits is attracted to our kitchen cupboards, the hardwood floors, which are made from different Newfoundland woods, the slate floor in the entrance and our fireplace. They all comment on the fireplace and can't believe it's electric.

Are there any other features that have impressed you?

We always wanted a home without carpet so the hardwood floors are a bonus. We love the electric towel warmer in the bathroom. This house is everything we ever wanted. We love the whole house and... it's not "For Sale"!



Carl and Peggy Froude, Smart Home owners,
standing in front of their electric fireplace.

To learn more about energy efficient construction and electric heating systems call us at 737-2802 or 1-800-663-2802 or visit us on-line at www.newfoundlandpower.com.

To learn more about R-2000 construction and to locate an R-2000 builder in your area, contact the Newfoundland and Labrador Home Builders Association at 753-2000 or 1-800-265-2800 or on-line at www.builders.nf.ca.

Company Applies to PUB to Rebate Customers \$6.6 million

Newfoundland Power is requesting permission from the Board of Commissioners of Public Utilities of Newfoundland and Labrador (PUB) to rebate customers \$6.6 million by April 2001.

The proposed rebate is the result of the Company's successful resolution of a long-standing tax issue in 2000. If approved by the PUB, approximately two per cent will be rebated to customers' electrical accounts based on their 2000 electrical usage. For an average annual all-electric residential bill of about 20,000 kWh, the proposed rebate will be approximately \$34. The proposed two per cent rebate applies to all residential, commercial and street light customers.

If the rebate is approved, any customer who had an account with Newfoundland Power and consumed energy in 2000 is entitled to a rebate. The Company plans to rebate current customers through a one-time credit on customers' accounts. The rebate will be shown as a credit in the adjustment section on their electric bill. The Company will attempt to locate former customers who are eligible for the rebate and issue them a refund.

For further information on the proposed rebate, please call our Customer Service Centre at 737-2802 or 1-800-663-2802.

What is R-2000?

R-2000 is a construction standard that offers the maximum in comfort, quality, energy savings and environmental benefits. To build an R-2000 home, builders must be R-2000 certified, meet strict building requirements during construction and upon completion, their work must pass an energy performance test. R-2000 homes have higher levels of insulation and better sealing against air leakage than the average home. Higher insulation levels reduce heat loss and drafts, help maintain consistent temperatures and provide soundproofing against outside noise. Since electric heat is 100 per cent efficient, it is the heating system of choice for an R-2000 home. R-2000 homes use a mechanical ventilation system to deliver a continuous supply of fresh air throughout the home, thus ensuring a healthy indoor environment all year long. As well, R-2000 homes are equipped with energy efficient windows, doors, lighting and appliances. The end result is a warmer, cleaner, quieter, healthier home with lower energy bills.

Be kind to your service provider!

Service providers such as meter readers, newspaper deliverers and postal carriers provide service to your home in all types of inclement weather; and they are very proud of their commitment to you, their customer.

However, because of this season's record snowfall and despite appropriate footwear and due caution, these service providers are at considerable risk of slip-and-fall injuries.

Please, for safety sake, keep the areas around your sidewalks, stairs, driveways and meter free of ice and snow.

A safety message from the employees of Newfoundland Power, Canada Post, Cable Atlantic, Purolator Courier and The Telegram.

...the most efficient oil furnace. Your annual heating bill will be one-third that of a conventional heating system. In fact, the heating cost for The Smart Home is less than \$300 per year!

A ground-source heat pump is more than three times as efficient as the most efficient oil furnace. Your annual heating bill will be one-third that of a conventional heating system. In fact, the heating cost for The Smart Home is less than \$300 per year!

During the summer, the ground-source heat pump can also cool your home. By simply flicking a switch, the heat pump becomes an air conditioner that takes heat from inside your home and transfers it to the cooler earth.

Newfoundland Power offers financing for electric heating systems and R-2000 upgrades. Call 737-2802 or 1-800-663-2802 for details.

Play it Safe Around Electricity this Summer

When working outside your home:

- ✓ Keep ladders and scaffolds away from electrical wires.
- ✓ Ensure garden tools and appliances have three prong plugs and electrical cords are not frayed.
- ✓ Ensure your outside receptacles are protected by ground fault circuit interrupters and test them periodically.



✓ If a kite or model aircraft becomes entangled in a power line, never try to retrieve it. *Call Newfoundland Power for assistance.*

✓ Be sure to teach children the meaning of danger and hazard signs and to never tamper with guy wires, insulators or other electrical equipment.

✓ Tell your children about the dangers of climbing electrical poles or entering substation yards. Climbing a substation fence or utility pole can result in serious injury or death.

✓ Do not try to retrieve a ball, or other toy, from inside a substation fence. *Call Newfoundland Power for assistance.*

✓ Do not swim in reservoirs around hydroelectric generating plants. The operation of the plant may cause water conditions in the reservoir to change quickly,

creating strong underwater currents that can overpower even the strongest swimmer.

During an electrical storm:

✓ Stay indoors or in your car during an electrical storm. If you are outside, seek low ground.

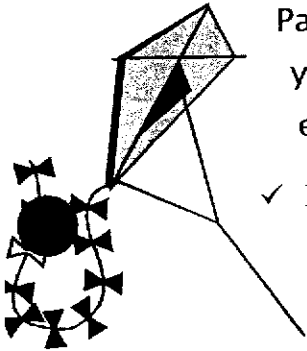
✓ Never attempt to move an electrical wire that has fallen during a storm. *Call Newfoundland Power immediately for assistance.*

✓ If you connect a portable generator during a power interruption, make sure your main electrical panel switch is open. A generator, connected to the electrical system, can injure an electrical worker who is attempting to restore power to your home.

Parents, talk to your kids about electrical safety!

✓ Fly kites and model planes in open fields away from power lines.

✓ Use only plain string for kite lines. Wire and cords containing metal threads could pose a shock hazard if they accidentally touch power lines.



Is the Meter Reader here yet?

All dogs, big or small, are protective of their owner's property and can be angered enough to bite when a "stranger" enters their yard.

For the safety of our meter readers, please keep your dog away from the meter and post a "Beware of Dog" sign or keep them inside during meter reading days. Safety is our top priority and the presence of a dog may mean we have to estimate your meter reading. Please check your electric bill for your next meter reading date and help keep our meter readers safe.

24-hour customer service



www.newfoundlandpower.com

POWER Connection

A newsletter for customers of Newfoundland Power

November 2001

Our Convenient Payment Plans ...

Helping to Make the Coming Months More Bearable!

As our Newfoundland climate cools, electric bills begin to reflect the seasonal changes.

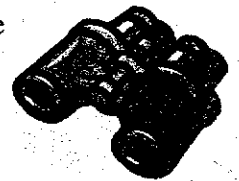
With our **Equal Payment Plan (EPP)**, you can pay the same monthly amount year round. Choose from our **12-month or 10-month plans**. Pay 12 equal monthly payments or 10 equal monthly payments with no EPP payments in July or August!

For added convenience, join our **Pre-authorized Payment Plan** and have your monthly bill amount automatically deducted from your bank account each month.

To join our convenient Payment Plans or for more information, visit our website at www.newfoundlandpower.com or call one of our friendly Customer Account Representatives at 737-2802 or 1-800-663-2802.

Use of Binoculars for Meter Reading

Our meter readers read more than 200,000 meters each month. On occasion, our meter readers use binoculars to read difficult to access meters.



Binoculars are sometimes used in situations where the meter is: too high to be reached; inaccessible due to a locked gate, high fence or the presence of a dog; located in a construction site or other dangerous area; or when access to the meter is restricted.

At Newfoundland Power, safety is our top priority. The use of binoculars allows us to provide you with reliable, accurate meter readings while maintaining the personal safety of our meter readers.

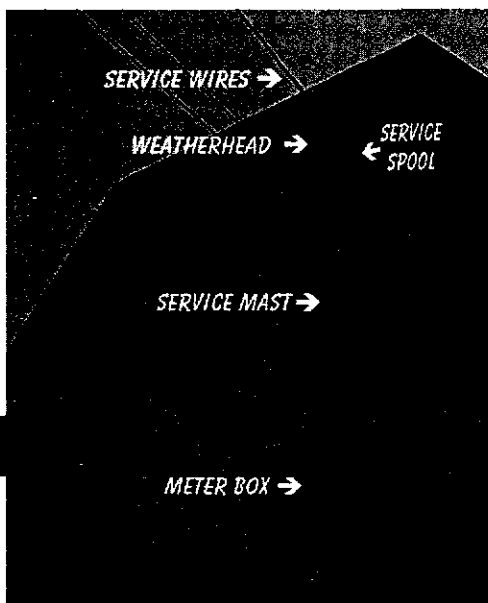
If you have any questions about the use of binoculars by meter readers, please contact one of our customer account representatives at 737-2802 or 1-800-663-2802.

Electrical Service Safety

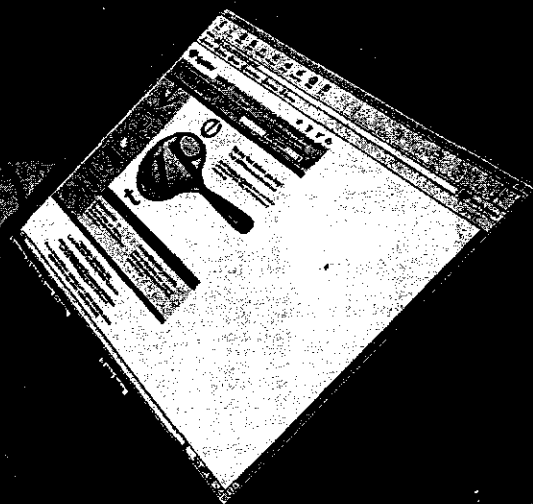
Over time the connectors attaching an electrical service to your home can deteriorate due to salt spray, wind, ice and snow build-up. If the service spool or other connectors that connect the electrical service to your home detaches, the service wires could drop and become a safety hazard.

Low service wires could lead to a fatal electrical shock or damage to the service mast on your home if a person or vehicle traveling underneath become entangled in the wires.

For safety sake, visually inspect your electrical service as part of your regular home maintenance plan. If you have any concerns about the condition of the connectors or other aspects of your electrical service, please contact a qualified electrician.



@ your service!



Visit www.newfoundlandpower.com
for convenient on-line service options 24-hours a day!

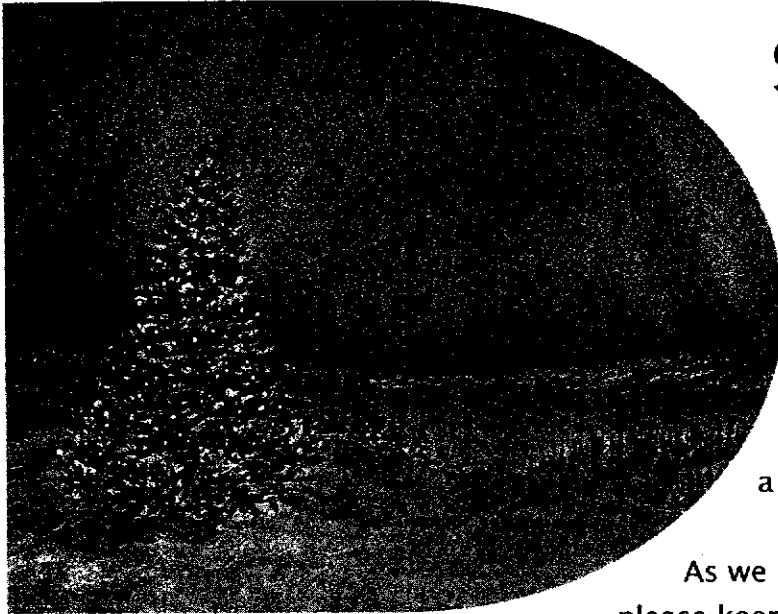
Open or close an account!
Submit your own meter reading!
Join our convenient payment plans!
Change your account information!
Learn how to get more out of your energy dollar!

NEWFOUNDLAND 
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POWER Connection

A newsletter for customers of Newfoundland Power

December 2001



Painting by Shellagh Harvey

Season's Greetings

The Holidays are here once again. Christmas is a time of peace, hope and most importantly of family. It is also a time when we remember friends both old and new.

This year, people around the world are rethinking their priorities and many of us have a much deeper appreciation of world peace.

As we prepare to celebrate this special time of year, please keep safety in mind. Take extra care when decorating with lights.

- ❏ Use only CSA approved Christmas lights;
- ❏ Make sure cords are in good condition and that light sockets are firmly attached to the cords;
- ❏ Always unplug tree lights when leaving your home or going to bed;
- ❏ Do not overload sockets with extension cords; and
- ❏ When decorating outside, use outdoor lights only and keep a bulb in every socket.

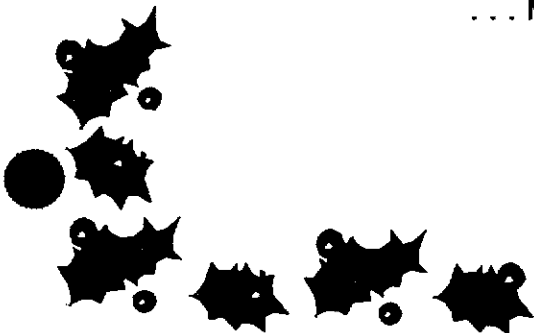
From us at Newfoundland Power, one of the true joys of the Holiday Season is having the opportunity to say 'Thank You!' and wish you the very best.

May the Peace and Joy of Christmas be with you now and all through the coming year.

From our family to yours

... Merry Christmas!

Philip G. Hughes
President & CEO



Cut with Care this Christmas Season



Cutting your own Christmas tree can be a wonderful family tradition if you remember to use extreme care and caution.

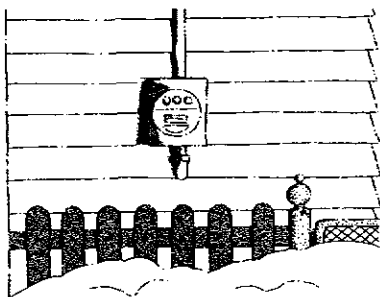
Cutting a tree that could fall into a power line can be very dangerous.

Trees can bring down power lines. Never attempt to remove a tree that has fallen into a power line. This action could result in serious injury, even death.

At Newfoundland Power, electrical safety is our number one priority. Please remember that contact with a power line can be deadly! For safety sake, do not cut trees near power lines.

Help us Read Your Meter Safely

Our employees are committed to providing you with service in all types of inclement weather. Snow and ice sometimes make it difficult for our employees to read your meter safely. As winter approaches, we encourage customers to maintain a safe path to their meters.



If we do not have safe access to your meter, we may have to estimate your usage. If you expect reaching your meter this winter will be difficult for our readers, but you would prefer not to have your usage estimated, consider our *Self-Read Meter Reading Program*. Under this program, you can provide your own actual reading to us on the day your meter is scheduled to be read by Internet, telephone or through the use of a self-read card in a front window of your home.

To avail of the *Self-Read Meter Reading Program* or to learn more, contact one of our Customer Account Representatives at 737-2802 or 1-800-663-2802.

How to Conserve Energy and Stay Comfortable this Winter

You can conserve energy without compromising your comfort in cold weather. After all, conservation is about doing more with less, not doing without. You can keep warm this winter and minimize your energy use in the following ways . . .

- Set your thermostat at a comfortable 68 degrees and if you feel cold, try a warm sweater before turning up the heat. Lower the thermostat at night and when you are away from home.
- Keep draperies and furniture away from heaters.
- Put draft stoppers at the bottom of outside doorways to keep out cold air. A rolled-up towel can be a very effective draft stopper.
- Use caulking and weatherstripping around windows and doors to keep heat in.
- Run your clothes washer, dryer or dishwasher only when they are fully loaded. Also, use cold or warm settings for the clothes washer and keep lint filters clean. Avoid over-drying your clothes.
- When decorating this Christmas, choose 5-watt outdoor lights rather than 7-watt lights and save 30 per cent of the energy use. For additional savings, use a timer to control when lights go on and off.

Although you can save energy dollars by making your home energy efficient, outdoor temperature is the single greatest factor affecting your energy usage. As the weather begins to turn cooler, you will experience an increase in your monthly energy use and electricity costs.

You can avoid high winter heating bills by joining our **Equal Payment Plan** and paying the same amount every month.

To determine your
Equal Payment Plan amount,
or for more information
on energy use,
please call one of our
Customer Account Representatives
at 737-2802 or 1-800-663-2802,
or visit our website at
www.newfoundlandpower.com

POWER Connection

A newsletter for customers of Newfoundland Power

March 2002

Building a New Home?



One of the most important decisions you will make when building is how you will heat your home.

Important things to consider when choosing a heating system:

- initial cost;
- operating cost;
- annual service or maintenance fees;
- amount of space required;
- temperature control; and
- environmental impact.

When you factor all these issues into your decision, the best choice is to install an electric heating system.

There are many electric heating systems to choose from including:

- electric baseboard;
- electric hot water radiation;
- electric forced air furnaces; and
- ground source and air source heat pumps.

Electric heating is reliable, comfortable and environmentally friendly, offering room-by-room control, low maintenance and price stability.

Newfoundland Power offers several Customer Service Programs to help you build a comfortable home including:

- financing for electric heating systems and new electrical services or upgrades;
- an insulation rebate program; and
- convenient payment options to help you manage your electrical bill.

To request an information package,
please contact
Customer Service
at:
(709) 737-2802 or
toll free at 1-800-663-2802
E-mail us at
icsmail@newfoundlandpower.com
or visit us online at
www.newfoundlandpower.com



**Replace your
Hot Water Tank
for as low as
\$7 per month!***

*No money down!
Convenient monthly
payments on
your electric bill!*

*For more details, call
1-800-663-2802 or a
participating dealer near you.*

*On approved credit. Payment based on 40 gallon tank, 6.5% interest and 36 month term.

www.newfoundlandpower.com

1-800-663-2802

You Could be on Thin Ice!

Reservoirs around hydroelectric generating plants are not safe for snowmobiling, fishing or other recreational activities. The operation of the plant may cause water conditions in the reservoir to change quickly, creating strong underwater currents and unstable ice conditions.

For safety sake, please respect posted danger signs and fenced areas and avoid reservoirs near hydroelectric generating plants!

For information on the location of reservoirs in your area, contact us at 737-2802 or 1-800-663-2802.

**Safety is our priority.
Make it yours too!**



CANADIAN TRANSPLANT GAMES

August 6 to 11, 2002
St. John's
Newfoundland

Organ recipients from all across Canada will join together to take part in the second Canadian Transplant Games in St. John's, Newfoundland this summer.

Vital organ and bone marrow recipients of all ages, their supporters, live donors, and donor families are invited to participate in or come out in support of these games. You do not have to be a competitive athlete . . . just join in the fun.

Donors or donor family members will see the magic of their gifts -- giving recipients a chance to say a very special "Thank You."

Do you know someone who needs a second chance at life? Have they been waiting a long time? Organ donation works!

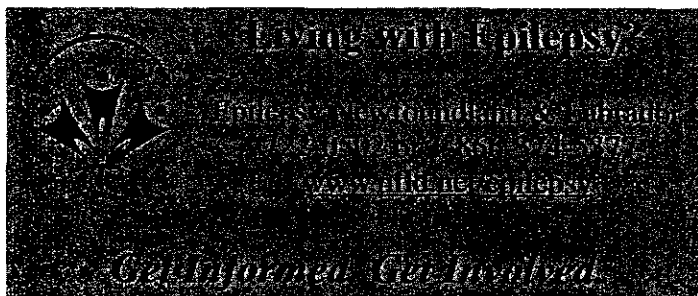
SIGN AN ORGAN DONOR CARD!
*Discuss it with your family . . .
SIGN ON FOR LIFE!*

For more information, please call

*1-866-772-8996 or
(709) 753-2695 or visit*

www.organ-donation-works.org.

COME CELEBRATE LIFE!



@ your service!
visit www.newfoundlandpower.com
for convenient on-line service options 24-hours a day!

**Open or close an account!
Submit your own meter reading!
Join our convenient payment plans!
Change your account information!
Learn how to get more out of your energy dollar!**

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A newsletter for customers of Newfoundland Power

June 2002

Why choose electric hot water radiation heating...

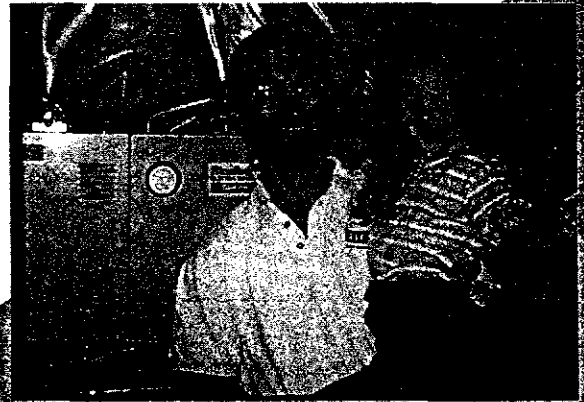
Electric hot water radiation heating systems are quickly becoming a popular heating system for customers who are building new homes or replacing an oil furnace. An electric hot water radiation heating system combines the convenience of electric heat with the comfort of a hot water radiation system.

Water is heated in an electric boiler and distributed through a sealed system to baseboard heaters, radiators, in-floor radiant tubing or other means from which heat is gently transferred into every room. Electric hot water radiation heating systems are very comfortable because objects in the room are warmed by convection and radiation.

The compact electric hot water radiation system requires zero wall clearance and can be installed in a closet or mounted on a basement wall or ceiling. There is no chimney, outside wall venting, fuel tank or annual maintenance fees. These systems also minimize the high levels of dust, dirt and allergens in your home.

Remember, the heating system you choose will heat your home for years to come. Whether you are building a new home or changing your existing heating system, it is important to make the right choice.

Electric heat is safe, dependable, maintenance-free and environmentally friendly. Contact your local supplier for more information about electric hot water radiation systems.



Paul Traversé and his daughter, Britney

"Before we built, I asked a lot of questions. I was particularly interested in some of the systems that the electric hot water radiation in-floor heating system was the heating system I would install and the one they would install if they were building. So I took their advice. I'm very pleased with the system. It provides a steady even heat throughout our home."

Paul Traversé, Customer

"During the past several years there has been a noticeable increase in inquiries concerning electrically-operated hot water heating systems. One reason for the increased interest is the more stable pricing of electric heat as compared to other heating choices. As well, greater awareness and concern with environmental issues has resulted in a more widespread use of these types of furnaces."

Kasper Saunders, Saunders Bath & Kitchen Gallery & Plumbing

"We find electric hot water radiation heating to be clean and efficient. Every house I get, I plan to put the electric hot water radiation system in, and I have had two so far. In our first house we renovated and installed the in-floor heating system, and in this house we just installed the electric hot water furnace and used the existing cast iron radiators. We love it!"

Roy Dollmaier, Customer

"People today are more conscious of environmental concerns than ever before, and that's why they are converting to electric. Every year we are getting busier and busier installing electric hot water radiation furnaces."

Sean Parrell, Avalon Plumbing & Heating Ltd.

www.newfoundlandpower.com

1-800-663-2802

Investing Energy into Summer Safety



Swimming in reservoirs around hydroelectric generating plants is extremely dangerous. The operation of the plant may cause water conditions in the reservoir to change quickly, creating strong underwater currents that can overpower even the strongest swimmer.

Never swim near hydro plants! Respect posted danger signs around hydroelectric generating plants.

**Safety is our priority.
Make it yours too!**



www.newfoundlandpower.com

1-800-663-2802



Household Hazardous Waste Collection Program

The Multi-materials Stewardship Board (MMSB) has launched a two-year Household Hazardous Waste (HHW) Collection program for 14 municipalities in Newfoundland and Labrador. This program will run from May 2002 to November 2003 and provide safe hazardous waste collection for participating municipalities, as well as raise awareness of HHW issues and help establish partnerships in these communities. During the two-year program, the MMSB will also assist municipalities to develop their own HHW programs.

Participating municipalities include:
Channel-Port aux Basques;

Clarenville; Conception Bay South; Corner Brook; Gander; Grand Falls-Windsor; Happy Valley-Goose Bay; Harbour Breton; Labrador City; Mount Pearl; Paradise; Pasadena; Placentia; Portugal Cove; and St. Phillips. Please call your town office for dates and locations for collection events in your area.

The partners of this two-year program are the Newfoundland and Labrador Waste Management Trust Fund, Environment Canada's EcoAction 2000 Program, the 14 participating municipalities, Newfoundland Power and the Conservation Corps Newfoundland and Labrador.

If you would like additional information about the HHW program or other MMSB environmental initiatives, please contact Nancy Griffiths at (709) 757-0782 or email: ngriffiths@mmsb.nf.net



Newfoundland and Labrador Crime Stoppers is a non-profit community-based organization which assists policing agencies in solving crimes.

Crime Stoppers will pay up to \$2,000 for information that leads to an arrest. Call Crime Stoppers anonymously at 1-800-222-TIPS (8477). Crime Stoppers does NOT subscribe to Call Display. Our volunteers are proud to help make our communities safer.

For more information on Crime Stoppers, visit our web site at: www.nf.crimestoppers.ca



Newfoundland & Labrador 50+ Federation

If you are 50 years of age or older, you may be interested in the 50+ Federation. The Federation promotes a healthy lifestyle among seniors through education, support and social programs.

For more information, please call (709) 279-3546 or (709) 463-2305; or by mail at:

Newfoundland & Labrador
50+ Federation
P.O. Box 900
Marystown, NF A0E 2M0

POWER Connection

newsletter for customers of Newfoundland Power

September 2002

Get the most out of your energy dollar

Unless you have an R-2000 home, adding insulation will typically improve the comfort of your home and give you more value for your energy dollar.

Do I need more insulation?

The answer is probably yes if you:

- ▶ Have an older home and haven't added insulation since you moved in;
- ▶ Are uncomfortably cold in the winter or hot in the summer;
- ▶ Have built or purchased a newly constructed house;
- ▶ Can see bare concrete walls in your basement;
- ▶ See that snow melts quickly around your foundation;
- ▶ See large icicles hanging from your eave; or,
- ▶ Pay more than \$1.00 per square foot a year to heat your home. You can calculate this as follows:

1. Add together your electrical bills for one year.
2. Multiply your July bill by 12 and subtract from #1 to get your total heating bill for the year. (This will account for all your non-heating uses of electricity.)
3. Calculate in square feet the floor area of your home. (Exclude unheated basements, garages etc.)
4. Divide the total heating bill by the area to get the cost per square foot.



Sample Calculation	
Total electric bills for 1 year	\$1,850
Subtract summer bill (\$50) x 12 months	600
Total heating bill	<u>\$1,250</u>
$\frac{\$1,250}{1,250 \text{ sq. ft.}}$	= \$1.00/ square foot

Continued on back panel

The Children's Wish Foundation is holding its annual Walk for Wishes on October 19 and 20, 2002.

Get your pledge sheets early and help grant a child's wish.

Raise \$25.00 and receive a Wishmaker Parade T-shirt or raise \$50.00 or more and be eligible for special prize draws at your Wishmaker Parade site. For every \$100.00 raised you will receive a ballot for a trip for four to Beaches Boscobel Resort, Ocho Rios Jamaica Resort, and the person who raises the most money province-wide will receive 20,000 Air Miles.

The Children's Wish Foundation of Canada
Wishmaker
PARADE
Walk for Wishes

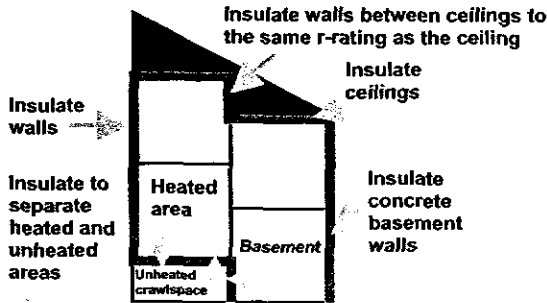
www.newfoundlandpower.com

1-800-663-2802

Where should I insulate?

Before you insulate, assess your home to determine the existing insulation levels and which upgrades will give you the most benefit.

- ▶ Check attics, basements, crawlspaces, raised or sunken floors, overhangs and walls between ceilings.
- ▶ Identify areas you want to heat and areas you do not want to heat.
- ▶ Give first consideration to areas of your home that are not currently insulated. The first five inches of fiberglass insulation saves 80 per cent of the insulating potential, therefore additional inches do not save as much because most of the savings have already been achieved.
- ▶ Air sealing is also important. To achieve the maximum benefit from your investment, any insulation upgrade project must also include the installation of proper vapour and moisture barriers as well as caulking and weather stripping.



Wrap Up For Savings

Newfoundland Power's Wrap Up For Savings Program provides rebates and financing for insulating your home. If electricity is your home's primary source of heat and you upgrade the insulation in your basement, attic or crawl space, you may be eligible for a cash rebate. You can also borrow up to \$2,500 to cover the cost of your insulation upgrade and repay the loan in convenient monthly installments on your electrical bill.

To register for our Wrap Up For Savings Program, e-mail us at icsmail@newfoundlandpower.com or call 737-2802 or 1-800-663-2802. For more information on how to insulate your home and for more ideas on how to get the most out of your energy dollar, visit our website at www.newfoundlandpower.com.

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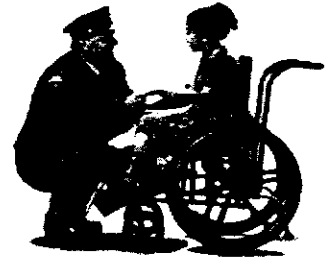
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