Q. Please provide the written contents of NP's website as regards energy conservation messaging and programs.

A. Attachment A contains Newfoundland Power's website content in relation to energy conservation messaging and programs.

Attachment B contains the content of the *takeCHARGE!* website maintained cooperatively by Newfoundland Power and Newfoundland and Labrador Hydro.

Newfoundland Power Website
Energy Conservation Content

Newfoundland Power Website

Electrical Services Financing Plan

- Electrical Services Financing
- Newfoundland Power Loan Application
- Loan Payment Calculator
- Electric Water Heater Payment Table

Up to $10,000 of financing is available through Newfoundland Power for the purchase and installation of:

Electric water heaters- Finance the purchase and installation cost to replace an electric water heater or to install a new one in your home.

R2000 upgrades- Finance the cost difference between a conventionally constructed home built to the National Building Code Standard and the same house built as a registered R-2000 home.

ecoENERGY Retrofit Financing- Finance the cost of the residential energy assessment and recommended home improvements to save energy and improve the comfort of your home.

Electric home heating systems- Including baseboard heaters, wall mounted heaters, panel convector heaters, electric forced air furnaces, electric hot water radiation systems and heat pumps.

Heat recovery ventilation systems- Finance an energy efficient ventilation system to control moisture and improve indoor air quality in your home.

Electric fireplaces and mantle

Wiring and associated material- Including the addition of general use outlets, heavy appliance outlets and ground fault interrupters, high performance thermostats, and wiring for heating, appliances and lighting.

Electric service upgrades for new and existing homes- Including amperage upgrades, voltage upgrades and relocation of panel and meter.

Who qualifies for financing?

Electrical Services Loans are available to residential customers of Newfoundland Power who have an active account and own the premises for which the loan is required. Customers who are renting or have a rental purchase agreement are not eligible for financing. Financing is subject to credit approval. Click here to apply online.

How are payments made?

Payments are made through your monthly electric bill. Repayment schedules up to 60 months can be arranged. Loans may be repaid at any time without penalty; however, the loans are not life insured.

What will my payment be?

Your payment will be based on the amount of your purchase and the interest rate at the time of purchase.

Click here for the current interest rate and then use our Loan Payment Calculator or Water Heater Payment Table to determine your monthly payment amount.

Other details

Electric Water Heaters

Electric Water Heaters can be financed over a 12 to 36 month period. Financing limits for the combined purchase and installation costs are:

- $600 for 30 and 40 gallon electric water heaters;
- $675 for 60 gallon electric water heaters, and
- $1425 for long life electric water heaters with a minimum 15 year manufacturer's warranty.

How the program works

Contact your local plumber, plumbing/building supply dealer directly to request financing under the Newfoundland Power Water Heater Financing Program. Have your Newfoundland Power account number available, as the supplier will require it when they call to request credit approval for the financing. You can also apply for financing by completing the Newfoundland Power Loan Application or by calling a Customer Account Representative at 737-2802 or 1-800-663-2802.

Once financing is approved, you will be asked to sign a loan agreement which will be forwarded to Newfoundland Power when the purchase or installation is completed.

Newfoundland Power pays the invoice directly to the contractor or supplier and the monthly finance amount is then added to your electric service bill.

ecoENERGY Retrofit Program

Under Natural Resources Canada's (NRCan) new ecoEnergy Retrofit Program property owners can qualify for grants up to $5000 by improving the energy efficiency of their home or multi-unit residential building, and reducing their home's impact on the environment.

To be eligible for grants, a pre- and post-retrofit residential energy assessment by an NRCan licensed advisor, is required. For more information or to request a pre-retrofit assessment, customers can contact one of the delivery agents listed below.

Sustainable Housing

1 877 722-2842
http://www.sustainablehousing.ca/

AmeriSpec

709 687-4673 709 781-1616
http://www.en.amerispec.ca/welcome-to-ask-the-inspector/what-is-the-ecoenergy-retrofit-program

For more information on the ecoENERGY Retrofit Program and other Government of Canada programs, please visit the Natural Resources Canada website at
http://www.oee.nrcan.gc.ca/residential/personal/home-improvement.cfm

You may also request a copy of Eligibility Criteria for Grants by calling 1-800-387-2000 toll free, or address general inquiries about the Office of Energy Efficiency's ecoENERGY Retrofit Program and other services by writing to:

ecoENERGY Retrofit Program
Office of Energy Efficiency
Natural Resources of Canada
580 Booth St. , 18th Floor
Ottawa ON K1A 0E4

Requirements for Heat Recovery Ventilation Systems

1. Heat Recovery Ventilation Systems must be installed by an installer registered with HRAI (Heating, Refrigeration and Air Conditioning Institute of Canada)

2. A signed loan agreement must be accompanied by an official invoice or receipt from a certified HRAI installer.

3. Only Heat Recovery Ventilation Systems that are certified by HVI (Heating, Ventilation Institute) are eligible for financing.

Requirements For Heat Pumps

1. The heat pump contractor or installer must be certified to perform the work. Certification may be through the heat pump manufacturer, refrigeration company or through a training center such as HRAI. First time installers for our financing program must show proof of certification.

2. A signed loan agreement must be accompanied by an official invoice or receipt.

Requirements For Electric Fireplaces

1. All equipment must be permanently installed and be CSA approved.

2. A signed loan agreement must be accompanied by an official invoice or receipt.

Eligible Thermostats

Thermostats with a performance rating of +/- 1° C or better are eligible for financing. Check package details for performance rating.

Requirements for Electric Heating Systems and Electrical Upgrades

1. Electrical work must be completed by a certified electrician.

2. A signed loan agreement must be accompanied by:

- An official invoice or receipt.
- A copy of the Certificate of Electrical Inspection.

Contact Us to request more information regarding our Electrical Services Financing or for a list of participating dealers in your area. Our Customer Account Representatives will be happy to help.

* Newfoundland Power reserves the right to modify this program without notice.

Take Charge Website
Energy Conservation Content

Take Charge Web Site

Take Charge

Saving energy starts with YOU. Your family. Your home. Your community. Our province.

Newfoundland and Labrador Hydro (Hydro) and Newfoundland Power have teamed up to help you Take Charge of saving energy and money. Making simple changes – like washing your clothes in cold water or turning back your thermostat at night – can add up to big savings. That's good for you and for all of us. It's about using less today to help build a greener tomorrow.

Take Charge is our exciting, new energy efficiency partnership that offers you tips, tricks and programs to help you save energy and money. Become an Energy Saver in your home. You can even get money back when you insulate or buy programmable thermostats. There'll be contests to get you in the game and to say thanks for doing your part.

Take a look at our new website to learn how you can Take Charge.

Take Charge Newfoundland and Labrador. It's in your hands.

Why Take Charge?

Getting the best value from your energy dollar is important to you. It's important to us too! That's why Take Charge gives you the information and tools you need to use energy wisely.

It starts with simple things: remember to flick the switch to turn off lights and appliances; switch and save with CFLs; and, slow the flow with low-flow showerheads. These are easy ways to save energy and money.

You can be an Energy Star by choosing ENERGY STAR® appliances, electronics and windows. Insulate your basement and attic to keep the heat in and the cold out. Take advantage of rebates and financing when insulating your home and buying programmable thermostats. These investments will pay for themselves by making your home more energy efficient, improving your comfort and saving you money.

It's time to get started!

Step 1: See how energy efficient your home really is with "How's Your House".

Step 2: Take a virtual tour of the Take Charge Home for tips on where you can save.

Step 3: Go to Socket School to improve your energy efficiency grade. Follow our "How-to" videos to learn more about how you can save energy and save money.

Step 4: Check for Programs and Rebates that will help you takeCHARGE of your energy usage in your home or business. More Take Charge programs will be added soon so visit often.

We all have reasons to Take Charge…to save energy…to save money…to save the environment. What's yours?

Ways to Take Charge

SAVINGS AT HOME
SAVINGS AT WORK
GET THE KIDS INVOLVED
MORE WAYS TO SAVE

Taking charge of your energy use not only saves you money, it helps to protect our environment by lowering emissions and conserving resources. There are many things you can do to save energy without affecting your comfort or convenience.

So if you're looking for ways to lower your energy bill, start taking charge right here. It's easier than you think!

Take Charge of Your Home Heating Costs

No Cost

1. Set back thermostats by 5 degrees Celsius at night or when you are away from home.
2. Keep your garage door closed when possible to prevent excessive heat loss.
3. If you have a fireplace, close the flue damper when it's not in use. A wood burning fireplace can actually draw heat out of the home, unless you have glass doors or an insert.
4. Keep electric heaters free from obstructions to allow proper air flow.
5. Use kitchen and bathroom fans sparingly. Ventilation fans can extract all of your home's heat in 2 to 3 hours.

6. Keep curtains open during the day to let the sun's warmth in. Close curtains at night.

Low Cost

1. Install high performance electronic thermostats to accurately control the temperature in your home.
2. Caulk and weather strip around doors, windows, and attic hatches.
3. Caulk around chimneys and along the edge of shared walls.
4. Caulk to seal gaps where phone, cable and electrical wires enter the home.
5. Use foam gaskets under electric switches and outlets.
6. If you do not have storm or thermal windows, cover the inside of your windows tightly with plastic or purchase a window kit.
7. Use aluminum tape to seal any joints in heating, cooling and ventilation ducts.

Purchases that Save

1. Upgrade the insulation in your basement or crawl space to a minimum of R12, or your attic to R40.
2. Install an ENERGY STAR® programmable thermostat in the main living areas of your home to automatically set back temperature at night or when you are away from home.
3. If your heating system is at the end of its useful life, consider installing a heat pump. Heat pumps are the most energy efficient heating systems available.
4. Build an energy efficient R2000 or EnviroHome.

Ways to Save Hot Water

No Cost

1. Wash and rinse laundry in cold water.
2. Wash only full loads of laundry. If you must wash smaller loads, use appropriate water levels.
3. Set the dishwasher to energy or water saver mode and air dry dishes instead of heat drying.
4. Don't rinse your dishes before loading the dishwasher.
5. Wait for a full load before using your dishwasher.
6. Take a shower instead of having a bath. A five minute shower uses substantially less water than a bath.
7. Avoid long showers.

8. Turn off your electric water heater at the electric panel if you will be away from home for more than one week.

Low Cost

1. Insulate the first two metres of the hot water pipe leading from your hot water heater with pipe insulation.
2. Install low-flow showerheads in your bathrooms.
3. Attach low-flow aerators to kitchen and bathroom faucets.
4. Repair leaking faucets.

Worth the Investment

1. Buy an electric kettle with an automatic shut off.
2. Install a hot water heater blanket if your hot water heater is in a non-insulated basement area. Check your warranty first to see if this is an acceptable option for your manufacturer.

Take Charge Savings for Lighting

No Cost

1. Turn off lights in rooms not being used.
2. Use task lighting - higher wattage lights for tasks such as reading and lower wattage for general lighting such as watching television.
3. Use natural light whenever possible.
4. Use lamp shades with white or light colored liners to reflect more light.

Low Cost

1. Replace incandescent bulbs with compact fluorescents light bulbs.
2. Use compact fluorescent flood lights for outdoor safety and security lighting.
3. Use sensors or timers on your exterior lighting to reduce the amount of time your lights are on.

Worth the Investment

1. When installing or replacing recessed lighting fixtures, consider airtight fixtures that reduce or eliminate air leakage and loss of cooled or heated air.

How to Use Your Appliances Efficiently

When purchasing new appliances, always choose ENERGY STAR® for the highest standard of energy efficiency and the lowest energy costs.

Refrigerators and Freezers

No Cost

1. Set the temperature inside your refrigerator to the mid-level setting, usually 4°C (39°F).
2. Use the energy saver switch on your refrigerator, if available.
3. Make sure your refrigerator and freezer door seal well.
4. Clean external coils behind and beneath the refrigerator regularly.
5. Keep your refrigerator and freezer full.
6. Ensure that refrigerators and freezers are placed away from heating sources; heat will cause the unit to work harder to maintain temperatures.
7. Make sure the inside vents are not blocked.
8. To help maintain the temperature within the refrigerator, cool hot food before putting it into the refrigerator.

Worth the Investment

1. Replace old refrigerators and freezers. A new ENERGY STAR refrigerator uses approximately 1/3 of the energy of a 1970's model.
2. When purchasing a freezer, choose an ENERGY STAR chest freezer. They are 10-25% more efficient than upright models.

Laundry

No Cost

1. Wash in cold water whenever possible.
2. Load washers and dryers to capacity but don't overload.
3. Use water level controls to use less water for smaller loads.
4. Follow detergent instructions. Using too much soap causes the washing machine to work harder.
5. Hang laundry to dry whenever possible.

6. Clean your dryer lint trap after each load; this will help decrease drying time and reduce the risk of fire.
7. Use your automatic cycle and don't over dry clothes.

Worth the Investment

1. Purchase an ENERGY STAR front loading washer. They use 40% less water and 50% less energy than top-loading models.

Cooking

No Cost

1. Thaw frozen foods before cooking or baking.
2. Cook as many dishes as possible at one time.
3. Minimize the number of times you open the door while cooking and use a clock or timer.
4. Preheat the oven only for items requiring precise starting temperatures.
5. Turn off electric surface units and oven a short time before food is done allowing retained heat to complete cooking.
6. Keep lids on your pots while cooking.
7. Use the smallest pot or pan and burner needed for the job.

Low Cost

1. Seek alternate cooking sources such as a pressure cooker, toaster oven or microwave oven. Smaller appliances generally use less energy.

Worth the Investment

1. When buying a new electric range, look for the most energy efficient model available.

Computers and Electronics

No Cost

1. Shut down computers at night and when not in use.
2. Use your computer's built-in power saver features to automatically power down your monitor and computer when not in use.
3. If you do not have automatic power saver features, turn off the computer's monitor whenever you will be away for longer than 15 minutes.

4. Computers, fax machines, TVs, VCRs, CD players and cable boxes consume energy even when not in use because of their standby features. Unplug them when you go on vacation.

Worth the Investment

1. When purchasing a new computer, TV or electronic device, look for the ENERGY STAR label.

Take Charge During the Holidays

LED Lights

Switch your exterior and interior holiday lights to Light Emitting Diode (LED) holiday lights.

LEDs:

1. Use 90% less energy.
2. Last up to 10 times longer.
3. Are safer - bulbs remain cool regardless of how long they have been on.
4. Are more durable - bulbs are virtually indestructible.

More Holiday Energy Saving Ideas

1. Turn off electric fireplaces, tree lights and holiday decorations at night and when you are away from home.
2. Install timers on your exterior lighting displays.
3. Choose a pre-lit holiday tree with LED lighting rather than traditional mini-lights.
4. Consider a fiber optic holiday tree.

Ways to Take Charge

You depend on energy to operate your business. The question is, are you taking charge of your energy use — and your energy costs?

Energy Efficient Lighting

Lighting can be your highest energy cost and your greatest source of savings by switching to more energy efficient options. Reducing your lighting can also lower your air conditioning costs because lights generate heat.

Turn off lights when not in use

Lights should be turned off whenever an area is unoccupied. To encourage employees to follow this simple rule, post reminders next to light switches. For even greater convenience, install occupancy sensors.

Keep lamps and fixtures clean

Dirt and dust accumulation can reduce light output by 30%. For maximum performance, clean fixtures every two or three years. Every time a lamp is replaced, wipe the fixture with an anti-static cloth to remove dirt and dust.

Remove lamps that are not needed

Many lighting systems are over-designed, providing too much light for the task. In some cases, lamps or whole lighting fixtures can be removed or retrofitted without creating lighting problems.

Consult a lighting professional for advice before embarking on a removal or retrofit project.

Retrofit your old fluorescent lighting system to save energy and improve lighting quality.

Halogen lamps. For accent lighting applications replace incandescent lamps with line voltage (PAR type) or low voltage (MR16 type) halogen lamps. They last longer, consume less energy and add more "sparkle."

T-8 fluorescent lamps. Replace your existing T-12 fluorescent lamps and magnetic ballasts with T-8 fluorescent lamps and electronic ballasts. They reduce up to 40% of energy costs, increase the system's life, and improve the quality of light. For added savings, choose High performance T-8 fluorescent lamps.

Use high-pressure sodium or metal halide lamps for exterior lighting.

Replace outdoor incandescent or mercury vapour lamps with high-pressure sodium or metal halide lamps. This can save up to 74% of energy use, while providing similar light output.

If your lighting application requires fast start and re-strike, consider using metal halide lamps with Pulse Start technology. These new lamps consume up to 20% less energy, last longer and can start and re-strike in 1 to 3 minutes, twice faster than the normal metal halide lamps.

Replace exit signs with LED exit signs.

LED exit signs or retrofit kits consume 1 to 3 watts, a fraction of the energy used by incandescent-based signs, and last about 100,000 hours.

Use compact fluorescent lamps

Replace incandescent lamps in exit signs, pot lights and general lighting fixtures with appropriate wattage compact fluorescent lamps. These lamps use 70% less energy while lasting 10 times longer.

Install occupancy sensors

Use occupancy sensors in meeting rooms, washrooms and storage areas to turn lights off automatically when the space is unoccupied. Their use saves about 25% of the lighting energy.

Use timers or photocells for outdoor security and parking area lighting.

Timers and photocell sensors automatically turn on outdoor lights at dusk and off at dawn. Astronomical timers, which make seasonal adjustments, are also widely available.

Adjust lighting levels to match needs at different.

Before and after business hours, full lighting may not be necessary. After hours you need just enough light for employees to do jobs such as cleaning or restocking shelves.

If you can control lights with a bank of switches, you may be able to turn off up to half of the lights, and save considerable energy. Even if you have to rewire the lighting system to permit partial lighting, the payback from energy savings and increased lamp life may make the investment worthwhile.

For multilevel commercial buildings, consider installing an automatic Building Management System which can be programmed to efficiently control your lighting, heating, ventilation and air conditioning load to suit your needs and save energy.

Tips for Controlling Electrical Demand

1. If you have thermostatically controlled appliances such as heaters, ovens and grills, turn on one appliance every 15 to 20 minutes instead of all at once. Thermostatically controlled appliances require more electricity when heating up than during ongoing operation. Staggering start-up times will reduce demand and save you money!
2. If you have flexibility in your work schedule, run high-demand equipment after regular business hours when your overall electrical usage is lower.
3. Indoor lighting can account for a significant amount of energy. If you have incandescent lighting, replace them with high-efficient fluorescent lights to lower energy usage and reduce demand.
4. The international ENERGY STAR® symbol for energy efficiency is an easy way to identify products that use less energy and help save on your energy costs. Computers and other office equipment displaying the ENERGY STAR® symbol have power management capability. For example, this feature puts the computer and monitor in sleep mode when not in use. While in this mode, computers use up to 90% less electricity than when fully operational.

Ways to Take Charge

SAVINGS AT HOME
SAVINGS AT WORK
GET THE KIDS INVOLVED
MORE WAYS TO SAVE

Dr E's Energy Lab

Games, tips and facts just for kids who want to save energy.

EcoKids

Canada's environmental destination for kids.

Energy Hog

Learn how to defeat Energy Hogs and become an official Hog Buster.

Energy Quest

An energy education website from the California Energy Commission.

Get Wise

Learn how to conserve the earth's precious resource.

NRCat Scratching Post

NRCat, the official mascot of NRCan travels across the country to tell young Canadians about the importance of our natural resources.

Ways to Take Charge

Canadian Energy Efficiency Centre

David Suzuki Foundation

EnerGuide

ENERGY STAR®

Energy Council of Canada

EnviroHome

Office of Energy Efficiency

R2000 Home

Home Energy Efficiency

ENERGY STAR® Window Rebate Program

Purchase and install ENERGY STAR windows and receive $2.00 cash back for each square foot of window installed.

Thermostat Rebate Program

Get $5.00 cash back on electronic thermostats. Purchase an ENERGY STAR programmable thermostat and receive a $10.00 rebate.

Insulation Rebate Program

Insulate your basement to R12 and receive 24 cents for each square foot insulated. Upgrade the insulation in your attic by R20 and receive 20 cents for each square foot insulated.

Natural Resources Canada ecoEnergy Retrofit Homes Program

Under the ecoEnergy Retrofit Home Program, owners of single family homes and low rise multi-unit residential buildings can qualify for federal grants up to $5,000 per unit by improving their property's energy efficiency and reducing their home's impact on the environment.

Newfoundland and Labrador EnerGuide for Houses Program

This program provides $300 towards the cost of a home energy efficiency audit and tops up the Natural Resources ecoEnergy Retrofit Home Program grant to a maximum of an additional $1,500 towards energy efficiency improvements.

Residential Energy Efficiency Program (REEP)

Offered through Newfoundland Labrador Housing, REEP is designed to assist low-income households in making energy efficient retrofits to their homes. Owners of single, row and semi-detached housing may be eligible for a grant up to $3,000 per unit on the island and $4,000 per unit Labrador. In addition, funding is provided for the completion of a pre and post-energy inspection of the home.

Financing is Available

You may be eligible to borrow up to $10,000 to cover the labour and material costs of your energy efficiency upgrades. Contact Newfoundland Power at 1-800-663-2802 for details.

Take Charge Tips

- A 13 watt compact fluorescent light bulb (CFL) can replace a 60 watt incandescent and it will last up to eight times as long. Replace your incandescents with CFLs and save $35 over the life of each bulb.

- A 23 watt compact fluorescent light bulb (CFL) can replace a 100 watt floodlight and lasts up to six times as long. Replace your incandescent floodlights with CFLs and save $50 over the life of each bulb replaced.
- Install a motion detector or timer on your exterior lighting. Reducing the number of hours that four 100 watt floodlights are on each night from 12 to five hours, will reduce your energy costs by about $2 per week. That's $104 per year.
- Switch to cold water washing and save about $72 per year. About 80 to 90 percent of the energy used to wash your laundry is used to heat the water.
- Save about 10% of your hot water usage by insulating the hot water pipe leading from your hot water heater with pipe insulation.
- Shut down your computer at night or when you are away from home. A computer left running 24 hours per day will use about $12 of electricity per month. Shutting down during the night will save about half this amount.
- Consider removing one of your refrigerators or freezers. Each refrigerator or freezer uses about $12 to $15 of electricity per month and the older the model, the more energy it uses.
- Insulating your basement is one of the most important things you can do to take charge of your energy dollar. The average size electrically-heated home can trim $250 per year from its electricity costs by insulating the basement.
- Weather-strip around your exterior doors and the attic hatch to cut down on the amount of cold air leaking into your home and hot air escaping.
- Insulate your attic. An attic with too little insulation is wasting your energy dollars both winter and summer. You can save more than $120 per year by insulating your attic.
- Set back your thermostats at night by 5 degrees Celsius. You can save about $15 per year for every thermostat in your home if you turn back the temperature every night. Install a programmable thermostat and it will automatically setback the temperature at night or when you are away from home.
- Install high performance wall thermostats for better temperature control and savings. Poor thermostats can increase your heating costs by 10%.
- Install storm windows or replace your windows with ENERGY STAR rated windows. Single-pane windows and old double-pane windows are a significant source of heat-loss from your home. For a typical home, replacing single pane windows with ENERGY STAR windows can save $