

- 1 **Q. What are Newfoundland Power's normal business hours?**  
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3 A. Newfoundland Power's normal office hours are 8:30 a.m. to 5:00 p.m., Monday to  
4 Friday, except for the period of school closing between mid-June to the Labour Day  
5 weekend when office hours are 8:00 a.m. to 4:00 p.m., Monday to Friday.  
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7 Walk-in customer service is available from 9:00 a.m. to 4:00 p.m., Monday to Friday,  
8 year round.  
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10 Newfoundland Power's Customer Contact Centre's normal business hours are 8:00 a.m.  
11 to 6:00 p.m., Monday to Friday. Internet and automated telephone service is available 24  
12 hours a day, 7 days a week.  
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14 Newfoundland Power's power outage and emergency service is available 24 hours a day,  
15 7 days a week.