

Managing your winter energy bills

If you find you are having difficulties managing your energy bills, it is essential that you contact your utility so that it can work with you to find a solution.

NB Power: (toll free) 1 800 663-6272
or www.nbpower.com

Saint John Energy: (506) 658-5252
or www.sjenergy.com

Edmundston Energy: (506) 739-2119

Perth-Andover Electric Light Commission:
(506) 273-4959

The following frequently asked questions are intended to serve as a guide to the options available to New Brunswickers during the upcoming winter heating season.

What if I can afford to pay more in the summer, but cannot afford my whole bill in the winter?

Your utility may be able to help spread or level out your payments throughout the year. An equalized payment plan may offer you the predictability that will help you budget, particularly during the colder months.



Énergie NB Power

Saint John
Energy

Énergie
Edmundston
Energy

Perth-Andover Electric
Light Commission

During the winter, my heating bills increase, and I cannot afford to pay them. What can I do?

The first step is to contact your utility. If it does not know that you have a problem—it cannot help you. Your utility is sensitive to these difficult times, and its representatives will work with you. It is very important that you discuss your account and your financial situation so that your utility can provide options and advice.

Can I be disconnected in the winter?

Disconnection, at any time, is a last resort for your utility. The government maintains a policy on winter disconnections that is in effect from the beginning of November until the end of April. If you are in legitimate economic need, and if you have contacted your utility to discuss your account, and if you continue to make mutually agreed-upon payments on your outstanding balance, your power will not be disconnected. This winter disconnection policy does not mean you do not have to pay your electricity bills. Payment remains your responsibility.

Most importantly, if you are having difficulty paying your bills, it is essential that your utility know and understand your situation. Its agents are trained to work with you, make recommendations and provide advice with respect to your account and how you may reduce your bill.

What should I do if my utility sends me a disconnect notice, my account is overdue or I am unable to keep my payment arrangements?

Call your utility immediately. Doing so is essential to resolve the situation, or you may be disconnected. Disconnection at any time is always a last resort. Your utility is unlikely to disconnect you if you remain in contact with it, if you make mutually agreed-upon payment arrangements and if you continue to make payments toward your unpaid balance. Your utility needs to understand your financial situation. This is very important because disconnect notices are based on customer payment history. Customers are subject to disconnection for non-payment when the terms and conditions for service are not met. Staying in touch with your utility is critical.

Heat and electricity are included in my rent, so what should I do to be sure that I will not lose service?

Be sure to ask your landlord about what is included in your rent and what to do if service is affected. If you are unable to reach your landlord and anticipate problems, contact the Office of the Rentalsman. The rentalsman is a government official responsible for protecting the rights of tenants and landlords. To obtain contact information for the rentalsman in your area, call (toll-free) 1 888 762-8600.

Due to privacy laws, your utility cannot discuss your landlord's account.

For information on energy savings tips, visit:
www.nbpower.com or www.sjenergy.com