

Managing your winter bills

Gérer vos
factures hivernales



Énergie NB Power

At this time of year many of our customers are asking themselves:

“Why is my bill higher this month?”

During winter, the colder it gets, the more energy we use to heat our homes. We tend to stay indoors more so our habits change. We may use larger appliances like an oven or a dryer more often than in summer months. We may use household electronics like a TV, radio, computer or video game console more often. It also gets dark earlier, so we have the lights on longer. Many will use Christmas lights. Some may use block heaters in our cars. All of these activities use more electricity, and higher usage means higher bills.

“What can I do to control my usage?”

Making sure your home is properly insulated will give you the greatest savings. Uninsulated areas are where most of a home's energy is used. For example, an uninsulated basement can account for up to 30% of a home's energy use.

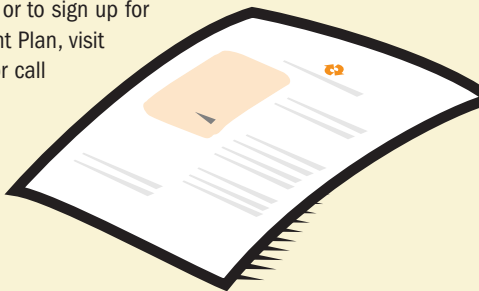
NB Power's website offers lots of information to help you conserve electricity. Little things like turning off the lights when you leave a room or turning down the thermostat at night all help to save energy. For more tips, visit our website at **www.nbpower.com**. Also, an NB Power representative can offer you advice on making your home more energy efficient, so you can save energy and money.

Efficiency NB provides incentives to improve the energy efficiency of your home and reduce your heating costs. For more information, contact Efficiency NB at 1 866 643-8833 or www.energycynb.ca.

“Can I avoid higher bills?”

Winter bills can sometimes catch you off guard, especially around the holidays. That's why NB Power's **Equalized Payment Plan** is so great. Your estimated usage for the year is averaged, so your bill is the same every month. No surprises. And it's **at no extra cost**.

For more information or to sign up for the Equalized Payment Plan, visit **www.nbpower.com**, or call **1 800 663-6272**.



“What other factors may contribute to my bill fluctuating?”

The Energy & Utilities Board (EUB) ordered that the discount on the charge applied to consumption above 1,300 kWh per month be eliminated by April 2010. The EUB also directed that the discount be reduced by half effective March 28, 2008. Customers that consume less than 1,300 kWh per month will see a slight decrease while those that use more than 1,300 kWh/month will see a marginal increase in their bill. The gradual removal of the discount, balances the need to have a price that better reflects the cost of providing electricity while limiting bill impacts on customers.

“What if I have other questions?”

To find out more about efficient energy use, visit our website at **www.nbpower.com**. There's lots of comprehensive information you can access 24/7.

If you still need answers, or want to sign up for some of our services, you can email us at **customerservices@nbpower.com** or call **1 800 663-6272**.

«Quels autres facteurs pourraient contribuer à faire fluctuer ma facture?»

La Commission de l'énergie et des services publics (CESP) a ordonné l'élimination de la réduction des frais pour la consommation qui dépasse 1 300 kWh/mois avant avril 2010. La CESP a aussi statué qu'il faut réduire la réduction de moitié dès le 28 mars 2008. Le client dont la consommation mensuelle est inférieure à 1 300 kWh verra une légère diminution de sa facture, et celui qui consomme plus de 1 300 kWh verra une petite augmentation. L'élimination graduelle de la réduction équilibre le besoin de fixer un prix qui reflète mieux le coût de fourniture de l'électricité tout en limitant les effets sur les factures des clients.

«Que faire si j'ai d'autres questions?»

Pour en savoir plus sur l'utilisation efficace de l'énergie, consultez notre site Web à **www.energienb.com**. Vous accéderez facilement à de nombreux renseignements, et ce n'importe quand, jour et nuit.

Si vous avez d'autres questions ou que vous voulez vous inscrire à certains de nos services, veuillez envoyer un courriel à **service@nbpower.com** ou composer le **1 800 663-6272**.