

## GLOSSARY OF TERMS

**Electricity** This is the cost of the electricity supplied to you during this billing period and is part of the bill that is subject to competition.

**Global Adjustment** Most electricity generating companies get guaranteed price for the electricity that they produce. The Global Adjustment is the difference between that guaranteed price and the money the generators earn in the wholesale marketplace. The Global Adjustment also covers some of conservation programs. All electricity consumers have to pay a share of the Global Adjustment. The time of use and tiered electricity rates charged include an estimate of the Global Adjustment. The Global Adjustment will also appear as a separate line on your bill for customers who pay market price and those customers that have signed up for a contract with an electricity retailer.

**Delivery** These are the costs of delivering electricity from generating stations across the Province to Niagara Peninsula Energy Inc.'s distribution system then to your home or business. This includes the costs to build and maintain the transmission and distribution lines, towers and poles, and to operate provincial and local electricity systems.

A portion of these charges are fixed and do not change from month to month. The rest are variable and increase or decrease depending on the amount of electricity you use.

The delivery charge also includes costs relating to electricity lost through distributing electricity to your home or business. \* Niagara Peninsula Energy Inc. collects this money and pays this amount directly to our suppliers. \* When electricity is delivered over a power line, it is normal for a small amount of power to be consumed or lost as heat. Equipment, such as wires and transformers, consumes power before it gets to your home or business.

Delivery Charges include: Monthly Service Charge, Distribution Charge, Rate Riders which account in positive and negative differences between what Niagara Peninsula Energy Inc. has collected versus what it has paid to its suppliers, Transmission Connection Charges, Electricity on Loss.\* (\*for Low Volume customers effective July 1, 2013.) Delivery charges are approved by the Ontario Energy Board and are included on the Niagara Peninsula Energy Inc. Ontario Energy Board's Approved Tariff of Rates and Charges.

**Regulatory Charges** Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid. Regulatory charges include: Wholesale Market Service, and Rural Rate Assistance, Ontario Standard Supply Service and Administrative Charge.

**Total Ontario Support** This line item will include the benefit of the Ontario Electricity Rebate and Ontario Electricity Support Program.

NOTE: For a detailed explanation of electricity terms, please visit [www.npei.ca](http://www.npei.ca) or [Ontario.ca/yourelectricity bill](http://Ontario.ca/yourelectricitybill) or [www.ontarioenergyboard.ca](http://www.ontarioenergyboard.ca).

## BILLING AND PAYMENT INFORMATION

Customer accounts are billed monthly. The customer must make payment of any outstanding accounts to Niagara Peninsula Energy Inc. on the due date as identified on the bill. Typically, the due date is 21 days from the date of bill issue.

Niagara Peninsula Energy Inc. offers Pre-Authorized Payment Plans, as well as, Equal Monthly Payment Plans. Payments may also be made at most Canadian Financial Institutions; at the teller, instant-teller/automated banking machine, telephone or online internet banking. Please allow at least five business days for processing and for the payment to reach us. Payments can also be made by cheque or money order in our 24 hour drop box (please do not put cash in the drop box) located at 7447 Pin Oak Drive, Niagara Falls; or by mail by returning the top portion of your bill along with a cheque or money order to Niagara Peninsula Energy Inc. Credit card payments are accepted online through our website at [www.npei.ca](http://www.npei.ca) or by phone 1-877-281-2063. A third party processing fee will be charged on credit card payments and it is not retained by Niagara Peninsula Energy Inc. Direct Deposit is offered to our Microfit/FIT generation customers.

All payments must be made in Canadian dollars. Arrangements and payment details on overdue accounts must be approved by our office. Where applicable, an Arrears Payment Agreement or acceptable payment arrangements are offered to our customers. Special programs are available to help low income customers. Please contact our office for assistance.

## TERMS OF SERVICE

- Provision of service is granted by acceptance of Niagara Peninsula Energy Inc.'s Conditions of Service including responsibility for payment of service by completion of a Connection Agreement. The Connection Agreement can be completed verbally by phone or online by accepting to be the responsible named customer on the account. In absence of a completed Connection Agreement, payment for services billed will be viewed as acceptance to the terms of service.
- Current rates available upon request. See [www.npei.ca](http://www.npei.ca).
- Residential and small business customers are eligible to choose an electricity price plan. See [www.npei.ca/customerchoice](http://www.npei.ca/customerchoice).
- Errors or omissions excepted.
- A Security Deposit may be collected when a customer initially applies for service or when a customer fails to maintain a good payment history. Interest shall accrue monthly on Security Deposits commencing on receipt of the total deposit required. For more information about applicable deposits, see Niagara Peninsula Energy Inc.'s Deposit and Collection Policy.
- Any Balance Forward is overdue and subject to collection action.
- The Corporation may discontinue service for non- payment of accounts in accordance to Ontario Energy Board's Customer Service rules when there is no applicable winter ban in effect.
- Niagara Peninsula Energy Inc. assumes no liability for any resulting loss, damage or inconvenience.
- Interest charged on overdue accounts is calculated at 0.04896% compounded daily from the due date.
- All terms of service can be found in Niagara Peninsula Energy Inc.'s Conditions of Service, see [www.npei.ca](http://www.npei.ca).

## PRIVACY POLICY

Niagara Peninsula Energy Inc. and its affiliates are committed to protecting your privacy and the confidentiality of your personal information. If you wish to access your personal information, change your consent, lodge a complaint about our Privacy Policy or if you have any questions about our Privacy Policy, contact our office.



Office Phone Hours: 8:30am to 4:30pm, Monday to Friday  
7447 Pin Oak Drive, P.O. Box 120 Niagara Falls, Ontario L2E 6S9

Toll free: 1-877-270-3938 T: 905-356-2681 Account Balance Look Up: 1-877-601-3899 E: General Inquiries: [info@npei.ca](mailto:info@npei.ca); Bill Inquiries or Customer Choice: [billing@npei.ca](mailto:billing@npei.ca).