



HOW ARE RATES CHANGING THIS YEAR?

Have questions?

Visit our website: nspower.ca

Or call us:

1-800-428-6230 (toll free)

1-800-565-6054 (TTY/deaf or hard of hearing)



nspower.ca

On January 1, 2021, rates will increase for our demand business customers by an average of 2.0%

Because this is an average, some customers will experience a slightly higher increase, and some slightly lower.



WHY ARE RATES CHANGING?

We know affordability is the top priority for our customers, so we are continuously focused on managing costs. Since 2014, we have kept increases in the price of electricity, on average, to below inflation. We have done so while becoming a Canadian leader in carbon reduction and a North American leader in wind power.

To continue to provide you with more predictable power rates, we've created a three-year Fuel Stability Plan. In 2020, 2021 and 2022, demand customer rates will increase an average of 2.0% each year.

This increase goes directly towards paying for renewable energy contracts and the fuel used to generate electricity.

To learn more about the Fuel Stability Plan, visit nspower.ca/ratestability

WHAT WILL I SEE ON MY BILL?

Your bill typically has three charges. The first bill of the year will show six charges, two charges for the Demand Charge and four for the Energy Rate. The first is for electricity you used before January 1 at the old rate. The second is for electricity used on or after January 1 at the new rate. The rest of your 2021 bills will have a single Demand Charge and two Energy Rates.

- 1 DEMAND CHARGE:**
This charge has not changed and will remain the same at **\$10.497** per month, per kilowatt of maximum demand.
- 2 ENERGY RATE:**
Will go from **12.28** cents per kilowatt-hour to **12.55 cents** for the first 200 kWh per month per kilowatt of maximum demand.
- 3 ENERGY RATE:**
Will go from **9.00** cents per kilowatt-hour to **9.27 cents** for all additional kilowatt-hours.

