

Sample Bill for a Domestic Customer

Electrical Service Bill

Newfoundland Power Inc.

Payable by pre-authorized payment from your chequing or savings account, by mail, at designated Company offices or most chartered banks. Please return top portion with payment. Payments made in person at a bank, financial institution or postal service may require 8-10 days to credit your account.

NEWFOUNDLAND
POWER
A FORTIS COMPANY

000015896 000000000

The Power Of Life Project Donation

\$

Enter amount paid

Amount due

\$158.96

Amount after discount date
FEB 4/2003

\$161.06

Your account number is

0302040001589600016106

0302040001589600016106

3055746 1 00 289 900

96

Name
Service address
Your account number is

Billing date JAN 21/2003

Next meter reading /
billing date about FEB 19/2003

TO AVOID INTEREST, PAY BY FEB 19/2003

Please refer to your account number when writing or calling our office.

Meter number Past date Present date Days Past reading Present reading Multiplier KWH used

DEC 18 JAN 21 34 50527 52304 1 1777

RESIDENTIAL

Previous Balance	Payments to	Adjustments	Forfeited discount	Interest	Balance forward
\$100.61	JAN 16/2003 101.94	+	# 1.33	+	= \$0.00
BASIC CUSTOMER CHARGE					16.81
***1777 KWH @ 6.951 CENTS					123.52
DISCOUNT 1.5%					2.10CR
ELECTRIC SERVICE CHARGES THIS MONTH					138.23
HARMONIZED SALES TAX (15.0%)					20.73
DONATION TO THE POWER OF LIFE PROJECT					[\$]
TOTAL AMOUNT DUE ON OR BEFORE FEB 04/2003					\$158.96

HST NO R103864831

ENTER AMOUNT PAID

These charges are tax exempt from HST.

"Customer Service at your fingertips.....obtain your account information any time of the day or night by calling 737-2802 or 1-800-663-2802 or by visiting our website @www.newfoundlandpower.com"

POWER
A FORTIS COMPANY

Please do not staple.
Please insert with address showing in envelope window.

Newfoundland Power Inc.
PO Box 12069
St. John's, NL A1B 4B6

Cashier services are available at the following offices:

Carbonear, 30 Goff Avenue, Industrial Park 8:30 AM to 4:30 PM
Clarenville, Manitoba Drive 8:30 AM to 4:30 PM
Corner Brook, 83 West Street 8:30 AM to 4:30 PM
Gander, 6 Gander Bay Road 8:30 AM to 4:30 PM
Grand Falls-Windsor, 16 Cromer Avenue 8:30 AM to 4:30 PM
St. John's, 50 Duffy Place 8:00 AM to 5:00 PM
Salt Pond/Burin, Green's Road 8:00 AM to 4:00 PM
Stephenville, 10-14 Utah Drive 8:30 AM to 4:30 PM
(Cashier Services Office Hours may vary during the summer period from school closing in June to Labour Day)

Night deposit boxes are available for payments by cheque or money order at locations listed above and at our Whitbourne and Port Aux Basques offices.

Payment Options. For your convenience, our Pre-authorized Payment Plan offers the automatic withdrawal of your electric bill payment from your chequing or savings account each month. Bills may also be paid through mail, telephone, Internet banking or night deposit boxes. To ensure your payment is applied properly when paying by mail, automatic teller machine or night deposit box, return the top portion of this bill with your payment and be sure to include your bill account number on your cheque or money order. When paying in person, please bring entire bill for faster service.

Equal Payment Plan. Our Equal Payment Plan allows you to spread your electric service charges over the year so you pay the same amount each month. Choose from a 10 or 12 month Equal Payment Plan. The 12 month plan spreads your electric service charges over 12 months. The 10 month plan spreads your electric service charges over 10 months with no electric payment due on your July and August bill.

Interest charges. Balances over \$50.00 which are outstanding by the next month's Billing Date are subject to interest. The rate of interest is the prime rate charged by chartered banks on the last working day of the previous month plus five per cent.

Moving? Please call our office to request your final meter reading or visit us online to close your account and submit your own final meter reading. Please note that we require 48 hours notice to complete a final meter reading and 10 days WRITTEN notice if the electrical service is to be removed. If you are moving to a new address within Newfoundland Power's service area and use telephone or Internet banking to pay your bills, please update your banking profile information with your new electric account number to ensure your payments are applied properly.

Is your meter accessible? Snow, wood or other items stored near the meter often prevent us from obtaining readings. When we cannot obtain a reading your usage is estimated. Please clear a path so we can give you our best service.

You can reach us...

By Phone or Fax:

737-2802 or 1-800-663-2802 (Phone)
(709) 737-2903 (Fax)

By Mail:

Newfoundland Power Inc.
PO Box 8910
St. John's, NL A1B 3P6

By E-Mail:

icsmail@newfoundlandpower.com

Through our Web Page:

www.newfoundlandpower.com

Customer Service 24 Hours a day...

To access your account balance and last payment information with our automated telephone system, call

737-2802 or 1-800-663-2802

To obtain power outage information or to report outages, downed wires or poles, call

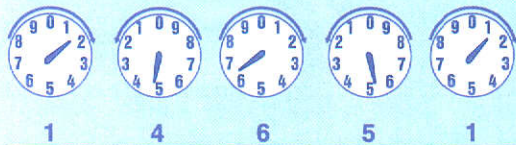
1-800-474-5711

Visit us online to view your payment and billing history, open or close an account, join our convenient payment plans, change account information or learn how to get more out of your energy dollar.

www.newfoundlandpower.com

Residential Meter Reading. For your own information, you may draw the exact position of your meter hands on the dials below. Record the reading in the space directly under the dials. When the pointer is between two numbers, it is recorded as the lower number. To determine your kilowatt hour (kWh) usage, subtract the "present reading" on your last bill from the reading calculated below. If you have any concerns or questions, please call us.

Example of meter reading.



Actual meter reading. (Draw exact position and write number below.)

